Symposium OPEN IVR
Error Messages Guide

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This is the Standard 1.0 issue of the *Error Messages Guide* for Symposium OPEN IVR 4.0.

This guide is new in this release. It consolidates the error messages that previously appeared throughout other guides for the product.

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Overview of error codes and messages

The error codes and messages generated by the Symposium OPEN IVR system software components identify each significant event and error that occurs in your system.

Error messages are displayed on the terminal, or they may be printed out on a printer.

Who should use this guide

The information contained in error codes and messages is used primarily by system administrators and maintenance personnel to confirm that a system is running correctly, to isolate a system fault, to diagnose a hardware or software problem, or to solve a problem. You need to be able to read, interpret, and assess the severity of events and errors to determine whether they are regular system events or system errors and to be able to diagnose potential problems with your system.

How this guide is organized

Messages in this guide are organized according to their source (for example, on the AP Service Console).

Conventions used in this guide

Throughout this guide, several typographic conventions have been used to highlight certain types of information:

- Items that appear on the Symposium OPEN IVR screens are identified in quotes. For example:

  the “Timeout” part of the parameters window

- Prompts, File and Menu names, Directories, Accounts, and Options are shown in a different typeface. For example:

  `/sci>`

  `sci/install` menu

  `/u/nortel/3270/getbalance.act` file

- Symposium OPEN IVR buffer names are shown in all uppercase characters. For example:

  the CURRENT MESSAGE buffer

- Field names are shown in italics. For example:

  the *Device* field

- Items you must type are shown in bold in a different typeface. For example:

  type **`tn5250`** at the prompt

- Variables shown in command lines appear in italics. For example:

  the `host_cfg`*n* file, where *n* is a variable representing a board number

- Key names you press are shown in angled brackets. For example:

  the <F1> key

- Keyboards usually have keys named <Return> or <Enter> that perform the same function. For convenience, this guide uses the keyname <Enter> to represent both keynames.

Related documentation

These are the documents in the Symposium OPEN IVR suite.

Document	NT number/ A0 number P0 number
Symposium OPEN IVR 4.0 Getting Started Guide	NTVE8201 A0732100 P0881271
Symposium OPEN IVR 4.0 Product Guide	NTVE8202 A0732101 P0881273
Symposium OPEN IVR 4.0 System Administration Guide	NTVE8203 A0732102 P0881274
Symposium OPEN IVR 4.0 Application Development Guide	NTVE8209 A0732108 P0881275
Symposium OPEN IVR 4.0 Cell Catalog	NTVE8208 A0732107 P0881276
Symposium OPEN IVR 4.0 Installation, Upgrade, and Maintenance Guide	NTVE8204 A0732103 P0881277
Symposium OPEN IVR Planning and Engineering Guide	NTVE8205 A0732104 P0881278
Symposium OPEN IVR 4.0 Error Messages Guide	NTVE8206 A0732105 P0881279

Symposium OPEN IVR 4.0 Web Option Guide	NTVE8210 A0732109 P0881281
Symposium OPEN IVR 4.0 SQL Server User Guide	NTVE8216 A0732115 P0881282
Symposium OPEN IVR 4.0 Service Console Interface Reference Manual	NTVE8207 A0732106 P0881284
Symposium OPEN IVR 4.0 VT100 Host Connectivity Configuration and Development Guide	NTVE8221 A0732120 P0881286
Symposium OPEN IVR 4.0 Text-to-Speech Option Guide	NTVE8213 A0732112 P0881292
Symposium OPEN IVR 4.0 Speech Recognition Option Guide	NTVE8212 A0732111 P0881293
Symposium OPEN IVR 4.0 Fax Option Guide	NTVE8211 A0732110 P0881294
Symposium OPEN IVR 4.0 CAS and ISDN Signaling Option Guide	NTVE8214 A0732113 P0881296
Symposium OPEN IVR 4.0 Integration Package for Meridian Link User Guide	P0881297 NTVE8215 A0732114
Symposium OPEN IVR 4.0 Prompt Import Utility Guide	NTVE8218 A0732117 P0881400
Symposium OPEN IVR 4.0 SNA Host Communications Guide	NTVE8227 A0732774 P0881750

Definitions

An *event* is a minor glitch or a report of normal system activities (such as the startup or shutdown of a process).

An *error* is a hardware or software fault that may prevent your Symposium OPEN IVR system from functioning properly (for example, a hardware component failed diagnostics). An error results in one or more error messages.

A beep *code* is a series of separate tones emitted during the Power-On Self Test (POST) to indicate errors in hardware, software, or firmware.

Types of error codes and messages

These are the main types of error codes and messages in Symposium OPEN IVR 4.0.

Error

Error-level codes and messages are those that may indicate a system problem, to be corrected by the administrator, possibly with the assistance of technical support.

Admin

Administration-level codes and messages are those that indicate system problems or configuration difficulties that are likely to be handled by the system administrator without external assistance.

System

System-level codes and messages are those that indicate normal system behavior, and others that do not require action. These codes and messages are for notification only.

The error message

Each error or event message has a unique text. In many instances, it is identified by a number or code, and it may include a severity level. Technical support personnel use the message text or code, or both, to diagnose problems within your system. If you detect a problem with your hardware or software, you should note all relevant codes and messages before contacting technical support.

Sample event log file

The following shows an example of the Service Console Interface event log.

Note: Event and error messages generated elsewhere in Symposium OPEN IVR may have a different form from this example.

```
status       - Perform system status functions.
reset        - Perform a full MRS reset.
install      - Perform software installation functions.
diag         - Perform system diagnostics functions.
admin        - Perform account administration functions.
maint        - Perform system maintenance functions.
quit         - Log out of the service console.
/sci>  log
02/04 17:26 PSM      ADVISORY 2110 CCC0FFF0DD0000000045VR040004EE
02/04 17:26 PSM      MAJOR    2132 No License Srvr - Discarding Resources
02/04 17:26 PSM      ADVISORY 2133    volumes rsrcs:   4 config   0 checked ou
02/04 17:26 PSM      ADVISORY 2110 CCC0FFF0DD0000000045VR040004EE
02/04 17:27 PSM      FATAL    2103 Critical Alarm Set
02/04 17:29 PSM      MAJOR    2132 No License Srvr - Discarding Resources
02/04 17:29 PSM      ADVISORY 2133    volumes rsrcs:   4 config   0 checked ou
02/04 17:29 PSM      ADVISORY 2110 CCC0FFF0DD0000000045VR040004EE
02/04 17:29 PSM      FATAL    2104 Critical Alarm Cleared
02/04 17:36 PSM      FATAL    2103 Critical Alarm Set
02/04 17:37 PSM      ADVISORY 2133    volumes rsrcs:   4 config   0 checked in
02/04 17:37 PSM      ADVISORY 2101 Process Shutdown
02/04 17:37 RMGR     ADVISORY 1601 Resource Manager Process Shutdown
02/04 17:37 BAS      ADVISORY 2901 Process Shutdown
02/04 17:37 UVM      ADVISORY 2401 Process Shutdown
02/04 17:37 DCM1     ADVISORY 2301 Process Shutdown
02/04 17:37 TRAPGEN  ADVISORY 2501 Process Stopped
02/04 17:37 SYS      ADVISORY 9001 System Stopped
02/04 17:40 SYS      ADVISORY 9000 System Started
02/04 17:40 TRAPGEN  ADVISORY 2500 Process Started
02/04 17:40 TRAPGEN  FATAL    2504 File net@gmt.conf not found
02/04 17:40 HWM      ADVISORY 3100 Process Startup
02/04 17:40 PSM      ADVISORY 2100 Process Startup
:
```

Severity levels

Five severity classes are defined for Symposium OPEN IVR error messages.

Advisory (severity level 1)

Advisory notifications indicate normal occurrences within the system. These do not require any action. Examples of advisory-level messages include notification of process startups or shutdowns.

Minor (severity level 2)

Minor errors indicate service-threatening problems that do not require immediate attention. If a minor error persists for an extended period of time, however, it can become a major error. For example, when your file storage system begins to reach its maximum capacity, the system may generate a minor error. If the problem persists, maximum capacity may be reached, and a major error may be generated.

Major (severity level 3)

Major errors indicate service-affecting problems that require attention relatively soon. Examples of major errors include hardware failures from which the system has successfully recovered, or unrecoverable problems in noncritical components, such as voice cards.

Critical (severity level 4)

Critical errors indicate service-threatening problems that require immediate attention. Examples of critical errors include major base features not operating, system reboot, or any software configuration problems.

Fatal (severity level 5)

Fatal errors indicate service-threatening problems that require immediate attention. Examples of fatal errors include hardware failures from which the system has failed to recover, software configuration problems, or disk drive errors.

Editing the Severity file

You can edit the Symposium OPEN IVR severity files to associate an MRS or AP error message with a severity level and to map an individual message to a set of actions.

The first section of the file defines severity classes or levels, specified by a severity class name and number (from 1 to 5) and an optional command string (default value **) that may be applied to all messages associated with a particular severity class.

The severity level, severity name, and command string entries in the file must being with the key word `MAP`. As explained in the previous section, five severity classes are defined for Symposium OPEN IVR error messages:

- advisory
- minor
- major
- critical
- fatal

The second section of the file maps each individual error message to a hexadecimal value called an action index. This field specifies both the set of actions to be taken for this error message when it occurs, and also the severity class that this message belongs to. Each piece of information is represented separately each word of the hexadecimal vale.

Action Index:	**word2**	**word1**
	severity class	**action bit flag**

The action bit flag field portion specifies a set of actions as follows:

- bit 0 set/unset - SNMP Trap action enabled/disabled
- bit 1 set/unset - Console action enabled/disabled
- bit 2 set/unset - Set Minor Alarm enabled/disabled
- bit 3 set/unset - Unix command string associated with this class enabled/disabled

Severity File Examples

Note: The severity level is highlighted in **bold** type.

Action Index Value	Meaning
0X01**1**00	Severity level **1** (advisory) No actions
0X02**2**00	Severity level **2** (minor) No actions
0X03**3**01	Severity level **3** (major) Trap action enabled
0X04**4**03	Severity level **4** (critical) Trap + Console actions enabled
0X05**5**03	Severity level **5** (fatal) Trap + Console actions enabled
0X05**5**07	Severity level **5** (fatal) Trap + Console + Minor alarm actions enabled
0X05**5**0F	Severity level **5** (fatal) Trap + Console +Minor alarm + Unix command actions enabled

Entries in the second section of the file must start with the error code number followed by the action index and corresponding message string. Each column is followed by one or more white space characters (spaces, tables, and so on).

The LOG process reads this file and creates a severity list for each code its corresponding severity level. As each event or error occurs, the severity list is traversed to see whether the event or error code is in the list. IF the code is in the list, the actions are carried out, along with the command text string (if both defined and enabled).

You add comments to the file by preceding the text with the # character.

> ***Note:*** Editing the file in a way that does not conform exactly to this format is not supported.

For more information about editing the severity file, refer to the *Symposium OPEN IVR System Administration Guide*.

Chapter 1: POST messages and codes

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Overview of POST messages and codes

The Power On Self Test (POST) is a system diagnostic program (stored in the BIOS) that runs every time the system is rebooted. Its function is to test system components, and then to display status messages or sound beep codes.

Chapter organization

Messages and codes in this chapter are grouped by platform. Within each group, the messages and codes appear in alphabetical or alphanumeric order.

POST message formats

POST reports on the system status in three ways:

- POST beep codes
- POST error codes and messages
- countdown codes displayed during normal BIOS POST

POST beep codes

If an error occurs before video initialization, POST emits tones, or beep codes, that indicate errors in hardware, software, or firmware. Write down the beep code sequence before calling Nortel Customer Service.

ATTENTION

Some POST beep codes are fatal and require that you replace your motherboard. The tables that begin on page 1-4 present more information about beep codes.

AP or MRS/AP POST messages and codes

Overview of AP or MRS/AP POST messages and codes

This section describes the POST message formats, error messages, and beep codes for the AP or MRS/AP.

Additional error information

When any POST message is displayed on the AP or MRS/AP, it is accompanied by the following text message:

```
Press F1 to Continue, Ctrl-Alt-Esc or Del to enter Setup
```

Accessing the `Setup` menu enables you to take action to remedy the cause of the POST message.

POST beep code

Only one beep code exists for the AP or MRS/AP. The code is a single long beep followed by two short beeps. This code sounds when a video error has occurred and the BIOS cannot initialize the video screen to display other information.

POST error messages

Several error messages may be displayed if the BIOS detects an error during POST. Included in this list are messages for both the ISA and EISA BIOS. The messages are presented in alphabetical order.

CMOS battery has failed	
Meaning	The CMOS battery is no longer functional.
Action to Take	Replace the CMOS battery.
CMOS Checksum error	
Meaning	Checksum of CMOS is incorrect. The error may be caused by a weak battery, and may indicate that CMOS is corrupted.
Action to Take	Check the battery and, if necessary, replace it.
Disk boot failure, insert system disk and press enter	
Meaning	No boot device was found. This could mean that either a boot drive was not detected, or the drive does not contain proper system boot files.
Action to Take	Insert a system diskette into drive `a:` and press <Enter>. Ensure that the diskette is formatted as a boot device, the controller is inserted correctly, and all cables are properly attached. Reboot the system.
Diskette drives or types mismatch error--run Setup	
Meaning	The type of diskette installed in the system is different from the CMOS definition.
Action to Take	Run `Setup` to reconfigure the drive type properly.
Display switch is set incorrectly	
Meaning	The display switch on the motherboard may be set either to monochrome or to color.
Action to Take	Check in `Setup` to determine which setting is correct, and either turn off the system and change the jumper, or enter `Setup` and change the video selection.

Display type has changed since last boot	
Meaning	The display adapter has changed since the last time the system was powered off.
Action to Take	Configure the system for the new display type.
EISA configuration Checksum Error--Please run EISA Configuration Utility.	
Meaning	The EISA non-volatile RAM checksum is incorrect or cannot correctly read the EISA slot. This indicates either corrupted EISA non-volatile memory, or an incorrect slot configuration.
Action to Take	Ensure that the card is firmly installed in the slot. When this error occurs, the system restarts in ISA mode, which enables you to run the EISA Configuration Utility.
EISA Configuration is Not Complete--Please run EISA Configuration Utility.	
Meaning	The slot configuration information stored in the EISA non-volatile memory is incomplete.
Action to Take	When this error occurs, the system restarts in ISA mode, which enables you to run the EISA Configuration Utility.
Error encountered initializing hard drive	
Meaning	The hard drive cannot be initialized.
Action to Take	Ensure that the adapter is installed correctly and that all cables are correctly and firmly attached. Check that the correct hard drive type is selected in `Setup`.
Error initializing hard disk controller	
Meaning	The system cannot initialize the controller.
Action to Take	Ensure that the card is correctly installed in the bus, and that the correct hard drive type is selected in `Setup.`

Floppy disk controller error or no controller present	
Meaning	The system cannot find or initialize the floppy drive controller.
Action to Take	Ensure that the controller is installed correctly and firmly in the slot. If there are no floppy drives installed, check that Diskette Drive selection in `Setup` is set to `None.`
Invalid EISA configuration--Please run EISA Configuration Utility	
Meaning	The non-volatile memory containing EISA configuration information was programmed incorrectly or has become corrupt.
Action to Take	Run the EISA Configuration Utility to correctly program the memory. When this error occurs, the system restarts in ISA mode, which enables you to run the EISA Configuration Utility.
Keyboard error or not keyboard present	
Meaning	The system cannot initialize the keyboard.
Action to Take	Ensure that the keyboard is attached correctly and that no keys are pressed during the system reboot. If you are intentionally configuring the system without a keyboard, set the error halt condition in `Setup` to `Halt On All, But Keyboard`. When this condition is set, the BIOS ignores the missing keyboard and continues to start the system.
Memory address error at...	
Meaning	Indicates a memory address error at a specific location.
Action to Take	Use the location with the memory map to find and replace the bad memory chips.

Memory parity error at...	
Meaning	Indicates a memory parity error at a specific location.
Action to Take	Use the location with the memory map to find and replace the bad memory chips.
Memory size has changed since last boot	
Meaning	Memory has been added or removed since the last system start-up.
Action to Take	In EISA mode, use the Configuration Utility to reconfigure the memory configuration. In ISA mode, enter `Setup` and enter the new memory size in the memory fields.
Memory verify error at...	
Meaning	Indicates an error verifying a value already written to memory.
Action to Take	Use the location and the memory map to locate the bad chip.
Offending address not found	
Meaning	The segment that caused the problem cannot be isolated.
Action to Take	The message is used in conjunction with the I/O channel check and RAM parity error.
Offending segment	
Meaning	The segment that caused the problem cannot be isolated.
Action to Take	The message is used in conjunction with the I/O channel check and RAM parity error.

Press a key to reboot	
Meaning	When an error occurs that requires you to reboot the system, this message is displayed at the bottom of the screen.
Action to Take	Press any key and the system will reboot.
Press F1 to disable NMI, F2 to reboot	
Meaning	When BIOS detects a Non-maskable Interrupt condition during boot, this message indicates that you can either disable the NMI and continue to boot, or reboot the system with the NMI enabled.
Action to Take	Disable the NMI and continue to boot, or reboot the system with the NMI enabled.
RAM parity error--checking for segment	
Meaning	Indicates a parity error in Random Access Memory (RAM).
Action to Take	Disable the NMI and continue to boot, or reboot the system with the NMI enabled.
Should be empty but EISA board found--Please run EISA configuration utility	
Meaning	A valid board ID was found in a slot that was configured as having no board ID.
Action to Take	When this error occurs, the system restarts in ISA mode, which enables you to run the EISA Configuration Utility.
Should have EISA board but not found--Please run EISA configuration utility	
Meaning	The board installed is not responding to the ID request, or no board ID has been found in the indicated slot.
Action to Take	When this error occurs, the system restarts in ISA mode, which enables you to run the EISA Configuration Utility.

Slot not empty	
Meaning	Indicates that a slot designated as empty by the EISA Configuration Utility actually contains a board.
Action to Take	When this error occurs, the system restarts in ISA mode, which enables you to run the EISA Configuration Utility.
System halted, (Ctrl-Alt-Del) to reboot	
Meaning	Indicates the present boot attempt has been aborted and the system must be rebooted.
Action to Take	Press and hold down the <Ctrl> and <Alt> keys and press <Del>.
Wrong board in slot--Please run EISA Configuration Utility	
Meaning	The board ID does not match the ID stored in the EISA non-volatile memory.
Action to Take	When this error occurs, the system restarts in ISA mode, which enables you to run the EISA Configuration Utility.

POST status codes

The BIOS indicates status through POST by displaying a POST diagnostic code on the screen. The following table lists the onscreen POST codes and description.

EISA POST codes are usually output to port address 300h. ISA POST codes are output to port address 80h.

POST codes for boot block

Code	Meaning or Action to Take
C0	1 Turn off OEM-specific cache, shadow... 2 Initialize all the standard devices with these default values: • DMA controller: 8237 • Programmable Interrupt controller: 8259 • Programmable Interval Timer: 8254 • RTC chip
C1	Auto-detection of onboard DRAM and cache
C3	Checking checksum of compressed code
C5	Copy the BIOS from ROM into E0000-FFFFF shadow RAM so that POST will run faster.
01	Clear base memory 0-640 kbyte.
0C	Initial interrupt vector 00-1FH
0D	Initial ISA VGA
41H	Enable the floppy disk drive, and detect the media type.
FFH	Boot from the floppy disk drive.

POST codes for non-compressed version only

Code	Meaning or Action to Take
01-02	Reserved
C0	Turn off OEM-specific cache, shadow...
03	1 Turn off OEM-specific cache, shadow... 2 Initialize all the standard devices with these default values: • DMA controller: 8237 • Programmable Interrupt controller: 8259 • Programmable Interval Timer: 8254 • RTC chip
04	Reserved
05	1 Keyboard controller self-test 2 Enable keyboard interface
06	Reserved
07	Verifies CMOS's basic R/W functionality
BE	Program defaults values into chipset according to the `MODBINable Chipset Default` table
C1	Auto-detection of onboard DRAM and Cache
C5	Copy the BIOS from ROM into E0000-FFFFF shadow RAM so that POST will run faster.
08	Test the first 526 kbyte DRAM.
09	1 Program the configuration register of Cyrix CPU according to the `MODBINable Cyrix Register` table. 2 OEM-specific cache initialization (if needed)

Code	Meaning or Action to Take
0A	1 Initialize the first 32 interrupt vectors with the corresponding interrupt handlers. Initialize INT numbers from 33-120 with the dummy interrupt handler. 2 Issue CPUID instruction to identify CPU type. 3 Early power management initialization (OEM-specific)

POST codes for all compressed and non-compressed versions

Code	Meaning or Action to Take
0B	1 Verify whether the RTC time is valid. 2 Detect a bad battery. 3 Read CMOS data into BIOS stack area. 4 PnP initialization, including: • Assign CSN to PnP ISA card • Create resource map from ESCD 5 Assign IO and memory for PCI devices (PCI BIOS only).
0C	Initialization of the BIOS data area (40:00 -40:FF)
0D	1 Program some of the chipset's values according to `Setup` (Early Setup Value program). 2 Measure the CPU speed for the display, and determine the system clock speed. 3 Video initialization, including Monochrome, CGA, or EGA/VGA. If no display device is found, the speaker beeps one single long beep, followed by two short beeps.
0E	1 Initialize the APIC (Multi-processor BIOS only). 2 Test the video RAM (if a monochrome display device is found). 3 Show messages, including: • Award logo, copyright string, BIOS date code and part number • OEM-specific sign-on messages • Energy Star logo (Green BIOS only) • CPU brand, type, and speed 4 Test system BIOS checksum (non-compressed version only).

Code	Meaning or Action to Take
0F	DMA channel 0 test
10	DMA channel 1 test
11	DMA page registers test
12-13	Reserved
14	Test 8254 Timer 0 Counter 2
15	Test 8259 interrupt mask bits for channel 1
16	Test 8259 interrupt mask bits for channel 2
17	Reserved
19	Test 8259 functionality
1A-1D	Reserved
1E	If EISA NVM checksum is good, execute EISA initialization (EISA BIOS only).
1F-29	Reserved
30	Detect the base memory and extended memory size.
31	1 Test the base memory from 256 kbyte to 640 kbyte. 2 Test the extended memory from 1 Mbyte to the top of memory.
32	1 Display the Award Plug and Play BIOS Extension message (PnP BIOS only.) 2 Program all onboard super I/O chips, including COM ports, LPT ports, FDD ports...according to the `Setup` values.
33-3B	Reserved
3C	Set flag to allow users to enter the CMOS Setup Utility.
3D	1 Initialize keyboard. 2 Install PS/2 mouse.

Code	Meaning or Action to Take
3E	Try to turn on Level 2 cache. ***Note:*** Some chipsets may need to run on the L2 cache in this stage. The cache is turned on later in POST 61h.
BF	1 Program the rest of the chipset's value according to `Setup` (Later Setup Value-Program). 2 If auto-configuration is enabled, program the chipset with the predefined values in the `MODBINable` Auto-table.
41	Initialize the floppy disk drive controller.
42	Initialize the hard drive controller.
43	If it is a PnP BIOS, initialize the serial and parallel ports.
44	Reserved
45	Initialize the math coprocessor.
46-4D	Reserved
4E	If any error is detected, such as video or keyboard, show all the error messages on the screen and wait for the user to press the <F1> key.
4F	1 If a password is needed, ask for the password. 2 Clear the Energy Star logo (Green BIOS only).
50	Write all CMOS values currently in the BIOS stack area back into the CMOS.
51	Reserved

Code	Meaning or Action to Take
52	1 Initialize all ISA ROMs. 2 Later PCI initializations (PCI BIOS only). • Assign IRQ to PCI devices. • Initialize all PCI ROMs. 3 PnP Initializations (PnP BIOS only): • Assign IO, Memory, IRQ, DMA. • Initialize all PnP ISA ROMs. 4 Program shadow RAM according to the `Setup` settings. 5 Program parity according to the `Setup` setting. 6 Power Management initialization: • Enable/disable global PM. • APM interface initialization.
53	1 If it is not a PnP BIOS, initialize the serial and parallel ports. 2 Initialize the time value in the BIOS data area by translating the RTC time value into a timer tick value.
60	Set up Virus Protection (Boot Sector Protection) functionally according to the `Setup` settings.

AP/Rack, MRS/Tower, or MRS/Rack POST messages and codes

Overview of AP/Rack, MRS/Tower, or MRS/Rack POST messages and codes

This section describes the POST beep codes, messages, and codes for the AP/Rack or for the MRS.

POST beep codes

Beep sequence	Meaning or Action to Take
1 long beep	POST passed. This indicates that all hardware tests were completed without encountering errors. If any more beeps are heard, or just a single beep that is not a long beep, then an error has occurred.
1-2-2-3	Checksum the BIOS.
1-3-1-1	Verify proper refresh operation.
1-3-4-1	Test the DRAM address lines.
1-3-4-3	Test the base memory.
1-4-1-1	Test lower memory.
2-1-2-3	Verify that the copyright message is intact.
2-2-3-1	Check for any pending hardware interrupts (should be none).
1-2	ROM checksum error; no or faulty video card. Initialize all ISA and PCI option ROMs.
1	One short beep before boot. Beep the speaker. You can ignore this code.

POST status codes and messages

The BIOS indicates status through POST by displaying a POST diagnostic code on the screen if you have a terminal connected to the MRS or AP1000.

Code	Meaning or Action to Take
01	Determine CPU type.
02	Verify that the CPU is executing in real mode, not protected mode.
04	Perform a quick hardware initialization to ensure system stability.
06	Set up the timers for POST.
08	Perform chipset-specific early configuration.
09	Set the flag that indicates POST is running.
11	More pre-memory initialization.
14	Early initialization of the keyboard controller.
17	Perform chipset initialization required for memory sizing.
18	Enter protected mode, set the ES segment descriptor for a flat 4 Gbyte segment, and then return to real mode, but do not reset the ES segment.
20	Verify proper refresh operation.
21	Ensure that refresh is running.
22	Read switch 3, and jam CMOS defaults if on.
24	Enter Big Real Mode (4 Gbyte ES segment).
28	Autosize and configure the DRAM bank registers.
32	Determine the CPU clock speed.
34	Test CMOS.
38	Shadow and uncompress the BIOS. ***Note:*** This BIOS must be shadowed.

Code	Meaning or Action to Take
42	Write interrupt vectors in base memory.
46	Verify that the copyright message is intact.
47	Look for ISA option ROMs, and build a resource map.
48	Verify proper system configuration.
49	Shadow the SCSI BIOS, if enabled, and configure the SCSI chip IDSEL line. This determines whether the SCSI chip is visible or hidden.
50	Show the CPU type and speed if `quietboot` is disabled.
52	Preliminary keyboard test.
55	Embed the CPU speed with the product name in the shadow BIOS.
56	Show switch 3 message if switch 3 is on and if `quietboot` is disabled.
58	Check for any pending hardware interrupts (there should be none).
60	Test extended memory.
62	Extended memory address test.
64	Not used.
65	Reset the L1 cache write-back flag.
66	Configure and enable the chipset for L2 cache support.
68	Configure the L2 cache.
70	Show any error messages that have been detected prior to this step. These messages represent the results of all prior tests, except memory tests. These errors are displayed only if `quietboot` is disabled.
72	Verify system configuration.
74	Test the Real Time Clock (RTC).
76	Keyboard test.

Code	Meaning or Action to Take
80	Configuration required before IO port setup.
82	Test and initialize RS-232 port(s) (except ports used by redirection).
84	Test and initialize parallel port(s).
86	Configuration after IO port setup.
88	Initialize timeouts, key buffer, and the soft reset flag.
90	Test all configured IDE drives.
92	Not used.
94	Disable A20.
96	Exit Big Real Mode by using the keyboard CPU reset line.
97	Configure chipset for memory hole support, if enabled.
98	Initialize all ISA and PCI option ROMs.
0A	Processor initialization.
0C	Set up the cache.
0E	Early IO initialization.
0F	Early IO initialization of FDISK controller.
1A	Early DMA initialization.
1C	Clear and reset the 8259 interrupt controllers.
2A	Clear the base memory.
2C	Test the DRAM address lines.
2E	Test the base memory.
2F	Configure the cache prior to system shadowing.
3C	Advanced chipset configuration.
3D	Advanced registry configuration.
4A	Scan for video devices, and initialize the video.

Code	Meaning or Action to Take
4B	If `quietboot` is enabled, put up screen now.
4C	Shadow and finish video initialization.
4E	If redirection is enabled, configure the serial port for proper operation.
4F	Hook all associated video and keyboard vectors, and start redirection.
5A	Display the "`Press F2 to enter Setup`" message.
5B	Turn off the cache.
5C	Test base memory (not IRQ vector or stack locations).
6A	Display the L2 cache size if `quietboot` is disabled.
6C	Display shadow status if `quietboot` is disabled.
6E	Display the BIOS non-disposable segment start address if `quietboot` is disabled.
7C	Configure the hardware interrupt vectors.
7E	Test the math coprocessor.
8A	Configure and initialize the Extended BIOS Data Area (EBDA).
8B	Test and configure the PS/2 mouse, if the feature is enabled and a mouse is detected.
8C	Test the floppy controller and, if it is enabled, perform a seek test on each configured floppy drive.
8E	Autotype and display drive information for all installed IDE drives if the `autotype` feature is enabled.
9E	Enable all interrupts.
9F	Start timers, and wait for interrupt 0.
0E	Clear the BIOS in post flag (used by the BIOS to determine whether the system has attempted to boot the OS yet).

Code	Meaning or Action to Take
AA	See whether an <F2> key is in the buffer.
AC	Enter `Setup` if an <F2> key was detected during the memory test.
A0	Place the time and date in BDA.
A2	Test the status of the key lock.
BA	Build all DMI maps.
BC	Ensure that all parity reporting registers are clear.
BE	`Clear the screen` is not supported (the screen is not cleared prior to booting the OS).
B0	Check for any error flags from previous operations, and display all logged errors.
B2	End of POST.
B4	Beep the speaker.
C0	Boot the OS.
EE	Configure the chipset NMI path.

Port-80 codes and countdown codes

The BIOS indicates the current stage of POST after the video adapter has been initialized successfully.

The current countdown code is displayed on the LCD panel once it is initialized.

The following sections outline the recovery and normal Port-80 codes and countdown codes.

Normal Port-80 codes and countdown codes

The following table lists the Port-80 codes and countdown codes displayed during the normal BIOS POST process.

Port-80 codes	Countdown codes	Meaning or Action to Take
D0h	..	Returned from `ResetInit`
D1h	..	`PowerOnInit`
D2h	..	Return from `PowerOnInit`
D3h	..	`SoftResetEntryPoint:`
D4h	..	Test to see whether the unit is in Protected mode (entered from `post.bin` not).
D5h	..	Checksum only the `loader.bin.`
D6h	..	`Loader.bin` checksum good. (Enable LCD in `InitBeforeKBCInit`).
D7h	900	Issue `.bat` command to KBD controller.
D8h	..	After `waitForEmptyBuffer`
D9h	..	After `Empty8042InputBufferX`
DAh	..	After `Retrieve8042OutputBufferX`
Dbh	820	Keyboard Initialization passed.
DDh	..	After `initAfterKBCInitEnd`
DFh	..	2nd `Empty8042InputBufferX`
E0h	780	Initialize Master/Slave PICs.
E1h	..	Before `ChipsetInitEnd`
E2h	..	After `ChipsetInitEnd`
E3h	760	Initialize timer channel 0 for system timer.
E4h	..	Before beginning memory test, must clear any pending parity errors.

Port-80 codes	Countdown codes	Meaning or Action to Take
E6h	740	Test RAM from 0 to 640 kbyte.
E7h	..	`GetMinPartitionSizeX`
E8h	..	RAM failure, call `RemapMemoryPartitionX`
E9h	..	RAM test complete, passed.
Eah	730	Set up stack at 30:100.
EBh	..	BIOS just shadowed.
Ech	..	Make F000h DRAM R/W Enabled.
EDh	..	Dispatch POST.
23h	700	Set up interrupt vectors.
24h	..	Just after call to `SetPostEnvironment`
0Dh	..	`CustomCheckManufacturingMode` and `CheckDefaultJumper`
0Eh	690	Check validity of CMOS.
0Fh	..	Force CMOS defaults, if necessary.
10h	..	CMOS initialization complete.
25h	..	After Initialize CMOS pointers in EBDA.
F0h	600	ISA slot initialization.
28h	..	Set monochrome mode.
29h	..	Set color display.
2ah	..	Clear parity status, if any.
2bh	..	Call `ChipsetBeforeVideoInit`
2ch	580	Video option ROM search.
2dh	..	Call `CustomAfterVideoInit`

Port-80 codes	Countdown codes	Meaning or Action to Take
2eh	570	After video initialization.
2fh	560	After mono display setup.
30h	..	Check for vertical and horizontal retrace.
31h	..	Test for color display memory if no external video BIOS is found.
32h	..	Check for vertical retrace.
34h	..	Video card detected.
35h	520	Initialize Console Redirection.
36h	..	Initialize messaging services and clear screen.
37h	500	Custom sign-on display.
80h	370	Keyboard/mouse port check.
81h	..	Keyboard error determination.
82h		Enable keyboard interrupts, and initialize keyboard circular buffer.
83h	..	Check whether the keyboard is locked.
F5h	330	Initialize the mouse.
39h	..	`CustomUpdateScreenPointers`, `CustomDisplaySetupMessage`, `CustomDisplayKeyboardSignon`, `CustomDisplayMouseSignon`
3Bh	..	Jumps to `StartMemoryTesting` in the next module.
43h	290	Call `GetMinPartitionSizeX`
4Fh	..	Call `DisableEnhancedPost`
52h	..	Call `ChipsetAdjustMemorySize`
61h	250	DMA register tests.

Port-80 codes	Countdown codes	Meaning or Action to Take
62h	..	DMA test OK.
64h		DMA controller F/F latch test.
65h	..	Initialize the 8237 DMA controller.
66h	..	Clear DMA write request register, and mask the set/reset register.
67h	220	8259 Interrupt controller test.
F4h	..	Enable extended NMI sources.
8Ch	140	1 Initialize the remaining Plug and Play devices (that is, other than video). 2 Initialize the IPL. 3 Initialize the IDE controller.
8Fh	130	Floppy initialization.
91h	120	Hard drive initialization.
92h	..	Set printer, RS-232 timeout.
96h	..	Before Option ROM scan.
97h	080	Option ROM scan C800h-E000h.
98h	..	After Option ROM scan.
9Ah	..	Clear soft reset (1234)-->(1200).
9Dh	070	Timer data area initialization.
A0h	..	Printer setup.
A1h	..	RS-232 setup.
A2h	..	After kbyte circular buffer set up.
Abh	..	Before NPX test and initialization.
Ach	060	NPX test and initialization.

Port-80 codes	Countdown codes	Meaning or Action to Take
ADh	..	Update coprocessor information in CMOS and recalculate checksum.
Aeh	..	Set typematic rate.
Afh	050	Keyboard READ ID command.
B0h	..	Wait for READ ID response.
A3h	..	Display POST errors.
A6h	..	Before `Setup`
A7h	030	Call `Setup` if required; prompt for password if enabled.
B1h	..	Enable Cache for boot.
B3h	..	`Setup` display mode set.
B4h	..	Jump to pre-OS code.
BBh	020	Start of pre-OS.
00h	000	Execute BOOT.

Recovery Port-80 codes and countdown codes

The following table lists the Port-80 codes and POST countdown codes that are displayed during the recovery boot process.

Port-80 codes	Countdown codes	Meaning or Action to Take
02h	..	Disable the internal cable.
08h	..	Disable DMA controller #1 and #2, disable interrupt controller #1 and #2, and reset the video display.
13h	..	Initialize all chipset registers. (Enable LCD display here.)
15h	900	Initialize the system timer.
1Bh	800	Real mode base 64 kbyte memory test.
20h	700	16 kbyte base RAM test.
23h	650	Set up interrupt vectors.
40h	600	Test memory in virtual mode.
65h	500	Initialize the 8237 DMA controller.
67h	400	8259 interrupt controller test.
80h	300	Unmask diskette, keyboard, and timer interrupts.
88h	200	Floppy disk unit initialization.
A0h	100	Cache enable.
00h	000	Boot OS.

Chapter 2: License file messages

Message type	See page
License file messages	2-3

Overview of license file messages

This chapter describes the messages related to the license file that can be displayed in the Translation Log file and the AP software console. These messages are generated by the license file software.

Chapter organization

Messages in this chapter appear in numerical order.

For each message, the license-server error number is displayed, followed by the UNIX error number and the contents of the message. The format of the message is as follows:

“error string” (-license-server error number -UNIX error number)

License file messages

-1 - LM_NOCONFFILE	
Meaning	The license file cannot be opened. `FLEXlm` attempts to open the standard file `/usr/local/flexlm/licenses/license.dat`, or the file specified by the user in the environment variable LM_LICENSE_FILE.
Action to Take	Ensure that the environment variable LM_LICENSE_FILE defines the correct location for the `license.dat` file. Use the `lmdiag` tool to verify your license file. Verify that the `/etc/hosts` file contains valid entries: 1 Loopback ip address; for example, `127.0.0.1 localhost` 2 Machine name and network ip address; for example, `205.172.58.1` *`machine_name`* `machine_name.`*`default.com`*
-2 - LM_BADFILE	
Meaning	A feature name is > 30. A path length is > 512. A daemon name is > 10. A server name is > 32. A feature specifies no host ID, and the # of licenses is <= 0.
Action to Take	To locate the invalid line in the license file, run `lmdiag` either from the `vlmsw` directory on the license-server node or from the `tools` directory in the AP software account. If you recently edited your license file, compare the invalid line with the corresponding line from your original license file.

-3 - LM_NOSERVER	
Meaning	The daemon name specified in the license file feature line does not match the vendor daemon name.
Action to Take	To locate the invalid line in the license file, run `lmdiag` either from the `vlmsw` directory on the license-server node or from the `tools` directory in the AP software account. If you recently edited your license file, compare the invalid line with the corresponding line from your original license file.
-4 - LM_MAXUSERS	
Meaning	The licensed number of users is reached. In addition to this message, a list of users and the locations of the associated running nodes is displayed.
Action to Take	Refer to the information listed to determine the users of this option. If you need additional licenses, contact your Nortel sales representative.
-5 - LM_NOFEATURE	
Meaning	The feature cannot be found in the license file.
Action to Take	Check for the existence of the license file. If the license file is updated, restart any AP, editor, or prompt manager sessions.
-6 - LM_NOSERVICE	
Meaning	This situation occurs if a server line does not specify a TCP/port number, and the TCP license service does not exist in `/etc/services`.
Action to Take	If you recently updated your license file, compare the updated file to your original license file to retrieve the missing port number. If this action does not resolve the problem, then contact Nortel Customer Service.

-7 - LM_NOSOCKET	
Meaning	The AP or one of its components cannot communicate with the license server.
Action to Take	Use the `lmdiag` tool to verify your license file. If this action does not resolve the problem, then contact Nortel Customer Service.
-8 - LM_BADCODE	
Meaning	The code in a line of the license file does not match the other data in the license file. This is usually the result of using an invalid license file.
Action to Take	To locate the invalid line in the license file, run `lmdiag` either from the `vlmsw` directory on the license-server node or from the `tools` directory in the AP software account. If you recently edited your license file, compare the invalid line with the corresponding line from your original license file.
-9 - LM_NOTTHISHOST	
Meaning	The host ID specified in the license file does not match the node on which the software is running.
Action to Take	Use the `lmhostid` tool to obtain the host ID of the server. Then compare the host ID of the server with the value specified on the server line in the license file. If the two values are not the same, then contact Nortel Customer Service.
-10 - LM_LONGGONE	
Meaning	The feature is expired; that is, today's date is after the expiration date in the license file for the evaluation license for this feature.
Action to Take	Contact a Nortel sales representative to update your license.

-11 - LM_BADDATE	
Meaning	The start or expiration date in the license file is invalid.
Action to Take	To determine which feature is corrupted, run `lmdiag` from the `vlmsw` directory on the license-server node or from the `tools` directory in the AP software account. The correct format for the date in the increment lines in the license file is as follows: `dd-mmm-yy` After you make the appropriate changes to the file, restart the license server. If the problem continues, then contact Nortel Customer Service.
-12 - LM_BADCOMM	
Meaning	One of the following problems occurred: • The port number returned from `lmgrd` is invalid. • The daemon did not send back a message within the timeout interval. • An attempted connection to a vendor daemon did not result in a correct acknowledgment from the daemon. • A message from the daemon had an invalid checksum.
Action to Take	Use the `lmdiag` tool to verify your license file. If this action does not resolve the problem, then contact Nortel Customer Service.
-13 - LM_NO_SERVER_IN_FILE	
Meaning	The license file does not include a server line. All non-zero license count features need at least one server line.
Action to Take	If you recently updated your license file, then compare the updated file to your original license file to retrieve the missing server line. If this action does not resolve the problem, then contact Nortel Customer Service.

-14 - LM_BADHOST	
Meaning	The server node name in the license file is not defined.
Action to Take	Log in to the license-server node, and change to the directory where the license server is installed. View the file `license.dat` in an editor, such as `nedit`. The node name of the license server is the name that immediately follows the keyword "SERVER." Exit from your edit session. Type the UNIX command **`hostname`** at the shell prompt. The name in the license file must match the output of this command. Additionally, this name must exist in the file `/etc/hosts.` To update the license file with the new node name, follow the procedure for changing the node name of the license server.
-15 - LM_ CANTCONNECT	
Meaning	The `connect()` system call failed while attempting to connect to the daemon. The attempt to connect to the vendor daemon on all server nodes was unsuccessful.
Action to Take	Run the `lmdiag` tool from the license software installation directory to provide additional details about the problem. If the problem continues, contact Nortel Customer Service.
-16 - LM_CANTREAD	
Meaning	The process cannot read data from the daemon within the timeout interval. The connection was reset by the daemon (usually because the daemon exited) before the process attempted to read data.
Action to Take	Run the `lmdiag` tool from the license software installation directory to provide additional details about the problem. If the problem continues, contact Nortel Customer Service.

-17 - LM_CANTWRITE	
Meaning	The process cannot write data to the daemon after the connection is established.
Action to Take	Run the `lmdiag` tool from the license software installation directory to provide additional details about the problem. If the problem continues, contact Nortel Customer Service.
-18 - LM_NOSERVSUPP	
Meaning	The feature is expired (on the server node) or is not yet started; or the version is greater than the highest supported version.
Action to Take	To locate the invalid line in the license file, run `lmdiag` either from the `vlmsw` directory on the license-server node or from the `tools` directory in the AP software account. If you recently edited your license file, compare the invalid line with the corresponding line from your original license file.
-19 - LM_SELECTERR	
Meaning	The `select()` system call failed. This problem should never occur in a client program.
Action to Take	Contact Nortel Customer Service.
-20 - LM_SERVBUSY	
Meaning	The license server is busy establishing a quorum of server nodes so that licensing can start. This error seldom occurs; checkout should be retried.
Action to Take	Contact Nortel Customer Service.

-21 - LM_OLDVER	
Meaning	The version requested is greater than the highest version supported in the license file feature line. The version of the AP software is more current than the version of your license file.
Action to Take	Verify that your current license file is the most current version provided to you by Nortel. Or, contact Nortel Customer Service.
-22 - LM_CHECKINBAD	
Meaning	The checkin request did not receive a proper reply from the vendor daemon (the license might still be considered in use).
Action to Take	Contact Nortel Customer Service.
-23 - LM_BUSYNEWSERV	
Meaning	The vendor daemon is in the process of establishing a quorum condition. New requests from clients are deferred during this period. This request should be retried.
Action to Take	Contact Nortel Customer Service.
-24 - LM_USERSQUEUED	
Meaning	There are other users in the queue for this feature.
Action to Take	Refer to the information listed to determine the users of this option. If you need additional licenses, contact your Nortel sales representative.
-25 - LM_SERVLONGGONE	
Meaning	The version specified in the checkout request is greater than the highest version number the daemon supports. The version of the AP software is later than the version of the license file.
Action to Take	Verify that your current license file is the most current version provided to you from Nortel, or contact Nortel Customer Service.

-26 - LM_TOOMANY	
Meaning	A checkout request is made for more licenses than are supported in the license file. This request is never successful.
Action to Take	Contact Nortel Customer Service.
-27 - LM_CANTREADKMEM	
Meaning	The file `/dev/kmem` is not readable on this system. This error occurs only if extended `hostid` checking is used, which is no longer supported in current versions of `FLEXlm`.
Action to Take	Contact Nortel Customer Service.
-28 - LM_CANTREADVMUNIX	
Meaning	The file `/vmunix` is not readable on this system. This error occurs only if extended `hostid` checking is used, which is no longer supported in current versions of `FLEXlm`.
Action to Take	Contact Nortel Customer Service.
-29 - LM_CANTFINDETHER	
Meaning	The Ethernet device cannot be located on this system.
Action to Take	Contact Nortel Customer Service.
-30 - LM_NOREADLIC	
Meaning	The license file cannot be read (`errno = EPERM` or `EACCES`).
Action to Take	Verify that the file `license.dat` exists in the directory where the license-server software is installed. Verify that the user who owns the license-server process (`lmgrd_v`) can read the file. If the problem persists, contact Nortel Customer Service.

-31 - LM_TOOEARLY	
Meaning	The feature is not yet enabled; the current date is before the start date for the feature.
Action to Take	Contact Nortel Customer Service to verify the start date of the features in your license file.
-32 - LM_NOSUCHATTR	
Meaning	This message indicates an internal initialization error.
Action to Take	Contact Nortel Customer Service.
-33 - LM_BADHANDSHAKE	
Meaning	The client performs an encryption handshake operation with the daemon prior to any licensing operations. This handshake operation failed.
Action to Take	Contact Nortel Customer Service.
-34 - LM_CLOCKBAD	
Meaning	The date on the client system does not agree closely enough with the date on the server (daemon) system.
Action to Take	Verify the dates on the license-server node, as well as on all nodes that run the AP software.
-35 - LM_FEATQUEUE	
Meaning	This checkout request resulted in the process being placed in the queue for this feature.
Action to Take	Contact Nortel Customer Service.
-36 - LM_FEATCORRUPT	
Meaning	The run-time feature data structures for the daemon are corrupted. This is an internal daemon error.
Action to Take	Contact Nortel Customer Service.

-37 - LM_BADFEATPARAM	
Meaning	The checkout request for this feature specified a duplicate mask that does not match the mask specified by an earlier checkout.
Action to Take	Contact Nortel Customer Service.
-38 - LM_FEATEXCLUDE	
Meaning	The `user/host/display` is excluded from this feature by the daemon option file of a user.
Action to Take	Contact your system administrator.
-39 - LM_FEATNOTINCLUDE	
Meaning	The `user/host/display` is not included in this feature by the daemon option file of a user.
Action to Take	Contact your system administrator.
-40 - LM_CANTMALLOC	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-41 - LM_NEVERCHECKOUT	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-42 - LM_BADPARAM	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-43 - LM_NOKEYDATA	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.

-44 - LM_BADKEYDATA	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-45 - LM_FUNCNOTAVAIL	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-47 - LM_NOCLOCKCHECK	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-48 - LM_BADPLATFORM	
Meaning	The software is running on a platform that is not supported by the vendor keys you purchased.
Action to Take	To purchase keys for additional platforms, contact your Nortel sales representative.
-49 - LM_DATE_TOOBIG	
Meaning	The expiration date format in FLEXlm licenses are valid until the year 2027.
Action to Take	From the vlmsw directory on the server node or from the tools directory in the AP software, run lmdiag to determine which feature is corrupted. The correct format for the date in the increment lines in the license file is as follows: **dd-mmm-yy** After you make the appropriate changes to the file, restart the license server. If the problem persists, then contact Nortel Customer Service.

-51 - LM_NOFLEXLMINIT	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-52 - LM_NOSERVRESP	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-53 - LM_CHECKOUTFILTERED	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-54 - LM_NOFEATSET	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-55 - LM_BADFEATSET	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-56 - LM_CANTCOMPUTEFEATSET	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-57 - LM_SOCKETFAIL	
Meaning	This error can occur when the UNIX operating system runs out of system resources.
Action to Take	Contact Nortel Customer Service.

-58 - LM_SETSOCKFAIL	
Meaning	The `setsockopt()` call failed. This failure is most likely the result of an operating system error.
Action to Take	Contact Nortel Customer Service.
-59 - LM_BADCHECKSUM	
Meaning	Messages between client and server are encrypted and checksummed for security and integrity. The checksum usually fails because of poor networking communications.
Action to Take	Contact Nortel Customer Service.
-60	
Meaning	For internal use.
Action to Take	Not applicable.
-61 - LM_SERVNOREADLIC	
Meaning	This error occurs when the license file, through LM_LICENSE_FILE or `lc_set_attr(LM_A_LICENSE_FILE, path)`, is incorrectly defined. This error occurs only when `LM_LICENSE_FILE` is set to `port@host`.
Action to Take	Type the UNIX command **env** to determine the value of LM_LICENSE_FILE. The correct format for this variable is `port@host`, where port is 10050 and host is the node name of your license server. If the values in your file are incorrect, you need to update the environment variable LM_LICENSE_FILE. To do so, you update the file `lic_server.conf` in the `sys_files` directory in each AP software installation on your network. Once you update the file, log out of each AP software account on the network; then log back in to the AP software.

-62 - LM_NONETWORK	
Meaning	This message is reported on systems where this problem is detectable. Some systems may experience this problem, but the error is not reported as LM_NONETWORK. The system calls simply fail.
Action to Take	Contact your system administrator to verify that `tcp/ip` is running on your system.
-63 - LM_NOTLICADMIN	
Meaning	Various functions, such as `lc_remove()` and `lc_shutdown()`, require that the user is a license administrator; this requirement depends upon how `lmgrd` is started.
Action to Take	Contact your system administrator.
-64 - LM_REMOVETOOSOON	
Meaning	An `lc_remove` request occurred, but `ls_min_lmremove` (defined in `ls_vendor.c`) seconds have not elapsed since the license was checked out.
Action to Take	Contact Nortel Customer Service.
-65 - LM_BADVENDORDATA	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-66 - LM_LIBRARYMISMATCH	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-67	
Meaning	For internal use.
Action to Take	Not applicable.

-68	
Meaning	For internal use.
Action to Take	Not applicable.
-69	
Meaning	For internal use.
Action to Take	Not applicable.
-70	
Meaning	For internal use.
Action to Take	Not applicable.
-71 - LM_BAD_TZ	
Meaning	On some operating systems, the user can significantly change the date using the TZ environment variable. This error detects this type of data manipulation.
Action to Take	Contact your system administrator to set your system date and time accurately.
-72 - LM_OLDVENDORDATA	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-73 - LM_LOCALFILTER	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-74 - LM_ENDPATH	
Meaning	An error occurred with the colon-separated list of license files.
Action to Take	Type the UNIX command **env** to view the current value of LM_LICENSE_FILE. Validate the value.

-75 - LM_VMS_SETIMR_FAILED	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-76 - LM_INTERNAL_ERROR	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-77 - LM_BAD_VERSION	
Meaning	A line in the license file contains an invalid version number.
Action to Take	Use the `lmdiag` tool to determine the invalid line. If you recently edited your license file, compare the current version of the file to the license file you originally received from Nortel. If the problem persists, contact Nortel Customer Service.
-78 - LM_NOADMINAPI	
Meaning	This is an internal error.
Action to Take	Contact Nortel Customer Service.
-79	
Meaning	For internal use.
Action to Take	Not applicable.
-80	
Meaning	For internal use.
Action to Take	Not applicable.
-81	
Meaning	For internal use.
Action to Take	Not applicable.

-82 - LM_BADPKG	
Meaning	One of the following problems exists: • An invalid package line exists in the license file. • Package is missing, or invalid COMPONENTS exist. • A component has “number of users” set with OPTIONS=SUITE. • A component specifies number of users=0.
Action to Take	Contact Nortel Customer Service.

Chapter 3: Console messages

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Overview of Console messages

This chapter presents an overview of unnumbered messages that appear on the Console. For numbered messages, see Chapter 4, “Application Processor messages”.

Chapter organization

Messages in this chapter are grouped by source. Within each group, the messages appear in alphabetical order.

Call Logic Interpreter (CLI) messages

The CLI could not establish a communications path with the DBS process. The CLI will be shut down.	
Meaning	The CLI needs to communicate with the DBS process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the DBS process is still running.
The CLI could not establish a communications path with the LOG process. The CLI will be shut down.	
Meaning	The CLI needs to communicate with the LOG process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the LOG process is still running.
The CLI could not establish a communications path with the QDS process. The CLI will be shut down.	
Meaning	The CLI needs to communicate with the QDS process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the QDS process is still running.
The CLI could not establish a communications path with the TRS process. The CLI will be shut down.	
Meaning	The CLI needs to communicate with the TRS process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the TRS process is still running.

The CLI could not establish a communications path with the VRM process. The CLI will be shut down.	
Meaning	The CLI needs to communicate with the VRM process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the VRM process is still running.
The CLI could not read the string token file. The CLI will be shut down.	
Meaning	The CLI could not read the file named `cli.lng` which contains all internationalized strings used by this process. This file should be located in the `ui_lang` directory with the other string token files.
Action to Take	Ensure that the file exists and is readable. Also ensure that the VOICE_HOME and VOICE_LANG environment variables are being set by your `.profile` file.
The CLI could not read the system configuration (sysgen.d) file. The CLI will be shut down.	
Meaning	The CLI could not read the file named `sysgen.d` which contains system configuration information. This file should be located in the `sys_files` directory.
Action to Take	Ensure that the file exists and is readable. If it does not exist, run the System Configuration Management (SCM) to create it.

Call Scheduler (CSC) messages

The CSC could not establish a communications path with the CLI process. The CSC will be shut down.	
Meaning	The CSC needs to communicate with the CLI process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the CLI process is still running.
The CSC could not establish a communications path with the LOG process. The CSC will be shut down.	
Meaning	The CSC needs to communicate with the LOG process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that two vrtd processes are running.

Prompt Loading Facility (PLF) messages

The PLF could not read the string token file. The PLF will be shut down.	
Meaning	The PLF could not read the file named `plf.lng` which contains all internationalized strings used by this process. This file should be located in the `ui_lang` directory with the other string token files.
Action to Take	Ensure that the file exists and is readable. Also ensure that the VOICE_HOME and VOICE_LANG environment variables are being set by your `.profile` file.
The PLF could not read the system configuration (sysgen.d) file. The PLF will be shut down.	
Meaning	The PLF could not read the file named `sysgen.d` which contains system configuration information. This file should be located in the `sys_files` directory.
Action to Take	Ensure that the file exists and is readable. If it does not exist, run the System Configuration Management (SCM) to create it.
The PLF was unable to initialize the message queues and will be shut down.	
Meaning	The PLF needs to communicate with other AP software processes in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the AP software is running.

Reset Statistics (RSTAT) messages

Error initializing statistics. You cannot reset statistics.	
Meaning	RSTAT needs to communicate with the UST process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the UST process is still running.
Reset statistics failed.	
Meaning	RSTAT was unable to reset statistics.
Action to Take	Contact Nortel Customer Service.
RSTAT was unable to initialize the message queues and will be shut down.	
Meaning	RSTAT needs to communicate with other AP software processes in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the AP software is up.
Statistics have been reset.	
Meaning	Statistics have been successfully reset.
Action to Take	None. Notification only.

System Administration Daemon (SAD) messages

The SAD could not establish a communications path with the CLI process. The SAD will be shut down.	
Meaning	The SAD needs to communicate with the CLI process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the CLI process is still running.
The SAD could not establish a communications path with the DBS process. The SAD will be shut down.	
Meaning	The SAD needs to communicate with the DBS process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the DBS process is still running.
The SAD could not establish a communications path with the LOG process. The SAD will be shut down.	
Meaning	The SAD needs to communicate with the LOG process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the LOG process is still running.
The SAD could not establish a communications path with the QDS process. The SAD will be shut down.	
Meaning	The SAD needs to communicate with the QDS process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the QDS process is still running.

The SAD could not establish a communications path with the TMR process. The SAD will be shut down.	
Meaning	The SAD needs to communicate with the TMR process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the TMR process is still running.
The SAD could not establish a communications path with the UEH process. The SAD will be shut down.	
Meaning	The SAD needs to communicate with the UEH process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the UEH process is still running.
The SAD could not establish a communications path with the VRM process. The SAD will be shut down.	
Meaning	The SAD needs to communicate with the VRM process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the VRM process is still running.

System Database Editor (SDE) messages

The SDE could not establish a communications path with the DBS process. The SDE will be shut down.	
Meaning	The SDE needs to communicate with the DBS process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the DBS process is still running.
The SDE could not establish a communications path with the LOG process. The SDE will be shut down.	
Meaning	The SDE needs to communicate with the LOG process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the LOG process is still running.
The SDE could not read the string token file. The SDE will be shut down.	
Meaning	The SDE could not read the file named `sde.lng`, which contains all internationalized strings used by this process. This file should be located in the `ui_lang` directory with the other string token files.
Action to Take	Ensure that the file exists and is readable. Also ensure that the VOICE_HOME and VOICE_LANG environment variables are being set by your `.profile` file.
The SDE was unable to initialize the message queues and will be shut down.	
Meaning	The SDE needs to communicate with other AP software processes in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the AP software is up.

System Application Monitor (SAM) messages

The SAM was unable to initialize the mail queues and will be shut down.	
Meaning	The SAM needs to communicate with other AP software processes in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the AP software is up.
The SAM was unable to open the display. The SAM will be shut down.	
Meaning	SAM was unable to establish a connection with your X terminal.
Action to Take	Ensure that your DISPLAY environment variable is set.

System Administration Interface (SAI) messages

The SAI could not read the string token file. The SAI will be shut down.	
Meaning	The SAI could not read the file named `sai.lng` which contains all internationalized strings used by this process. This file should be located in the `ui_lang` directory with the other string token files.
Action to Take	Ensure that the file exists and is readable. Also ensure that the VOICE_HOME and VOICE_LANG environment variables are being set by your `.profile` file.
The SAI was unable to connect to AP software. The SAI will be shut down.	
Meaning	The SAI needs to communicate with other AP software processes in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the AP software is up.

Runtime Daemon (VRTD) messages

AP software is unable to set the kill signal handler.	
Action to Take	Contact Nortel Customer Service.
AP software is unable to set the power signal handler.	
Action to Take	Contact Nortel Customer Service.
AP software is unable to set the reboot signal handler.	
Action to Take	Contact Nortel Customer Service.
AP software is unable to start all processes.	
Meaning	One or more of the AP software processes was unable to start.
Action to Take	Generally this message is preceded by other messages that help you pinpoint which processes did not start and why they were unable to start. The transaction log may also provide clues as to why processes were unable to start. If you are unable to resolve this problem, contact Nortel Customer Service.
AP software is down.	
Meaning	All AP software processes have been successfully stopped.
Action to Take	None. Notification only.
AP software is up.	
Meaning	All AP software processes have been successfully started.
Action to Take	None. Notification only.

Cannot open VRTD queue :	
Meaning	The runtime daemon cannot create its IPC queue.
Action to Take	Refer to the information after the colon to identify the problem. If the problem persists, contact Nortel Customer Service.
Couldn't communicate with logger process: error = -*xx*	
Meaning	The runtime daemon cannot establish an IPC queue with the logger process.
Action to Take	Contact Nortel Customer Service and provide the error number (that is, *xx*) from the message.
Couldn't communicate with the timer process: error = -*xx*	
Meaning	The runtime daemon cannot establish an IPC queue with the timer process.
Action to Take	Contact Nortel Customer Service and provide the error number (that is, *xx*) from the message.
Couldn't start server processes.	
Meaning	One of the processes that provides logging and SNMP-trap services to the rest of the AP software cannot be started.
Action to Take	Generally, this message is preceded by other messages that help you pinpoint which processes did not start and why they were unable to start. The transaction log may also provide clues to why processes were unable to start. If you are unable to resolve this problem, contact Nortel Customer Service.

Process <*proc_name*> did not start: *reason*	
Meaning	The runtime daemon cannot start the process named in <*proc_name*> for the reason specified after the colon in the message.
Action to Take	The information in the message (after the colon) identifies the problem. However, if the problem persists, contact Nortel Customer Service.
Received invalid timer request *xx*	
Meaning	The runtime daemon received an unexpected response from the logger/timer process.
Action to Take	Contact Nortel Customer Service, and provide the number *xx* from the message.
Startup file is missing or unreadable.	
Meaning	The startup file in the directory where the AP software is installed either cannot be found or a permissions problem exists.
Action to Take	Check for the existence of this file and ensure that the file is readable.
Timer request failed to log/timer process `errno = -xx`	
Meaning	The runtime daemon cannot send a command to the logger/timer process.
Action to Take	Contact Nortel Customer Service and provide the error number (that is, *xx*) from the message.

User Error Handler (UEH) messages

The UEH could not create a temporary file (ueh.fifo) and will be shut down.	
Meaning	The UEH could not open/create a file named `ueh.fifo` in the `log.d` directory.
Action to Take	Ensure that the file exists and has write permission.
The UEH could not establish a communications path with the LOG process. The UEH will be shut down.	
Meaning	The UEH needs to communicate with the LOG process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the LOG process is still running.
The UEH could not open the end of the temporary file (ueh.fifo) for writing. The UEH will be shut down.	
Meaning	The UEH could not write to the file named `ueh.fifo` in the `log.d` directory.
Action to Take	Ensure that the file exists and has write permission.

VTK Resource Manager (VRM) messages

The VRM cannot allocate any more mail buffers for a DISTRIBUTE DONE response and will be shut down.	
Action to Take	Contact Nortel Customer Service.
The VRM could not establish a communications path with a VIP process. The VRM will be shut down.	
Meaning	The VRM needs to communicate with the VIP processes in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the VIP processes are still running.
The VRM could not establish a communications path with the LOG process. The VRM will be shut down.	
Meaning	The VRM needs to communicate with the LOG process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that two VRTD processes are running.
The VRM could not establish a communications path with the TMR process. The VRM will be shut down.	
Meaning	The VRM needs to communicate with the TMR process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that two VRTD processes are running.
The VRM could not establish a communications path with the VFT process. The VRM will be shut down.	
Meaning	The VRM needs to communicate with the VFT process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the VFT process is still running.

The VRM could not open a VSN file. The VRM will be shut down.	
Meaning	The VRM could not read one of the `vsn.data` files in the `sys_files` directory.
Action to Take	Ensure that the `vsn.data` files exist and are readable. These files may be recreated using the `vsn` tool.
The VRM could not read the system configuration (sysgen.d) file. The VRM will be shut down.	
Meaning	The VRM could not read the file named `sysgen.d` which contains system configuration information. This file should be located in the `sys_files` directory.
Action to Take	Ensure that the file exists and is readable. If it does not exist, run the System Configuration Management (SCM) to create it.
The VRM could not read the trunk initialization (trunk_init.d) file. The VRM will be shut down.	
Meaning	The VRM could not read the file named `trunk_init.d`. This file should be located in the `sys_files` directory.
Action to Take	Ensure that the file exists and is readable.
The VRM was unable to dequeue a CNVRT request, the queue for the VRU may be corrupt. The VRM will be shut down.	
Action to Take	Contact Nortel Customer Service.
The VRM was unable to dequeue a COPY request, the queue for the VRU may be corrupt. The VRM will be shut down.	
Action to Take	Contact Nortel Customer Service.

The VRM was unable to dequeue a DELETE request, the queue for the VRU may be corrupt. The VRM will be shut down.	
Action to Take	Contact Nortel Customer Service.
There is not enough memory available for an internal data structure (prompt stat list). The VRM will be shut down.	
Action to Take	Contact Nortel Customer Service.

VTK Request Router (VTK) messages

The VRU could not establish a communications path with the LOG process. The VRU will be shut down.	
Meaning	The VRU needs to communicate with the LOG process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the LOG process is still running.
The VRU could not establish a communications path with itself. The VRU will be shut down.	
Meaning	The VRU needs to communicate with itself in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the VRU processes are still running.
The VRU could not establish a communications path with the TMR process. The VRU will be shut down.	
Meaning	The VRM needs to communicate with the TMR process in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the TMR process is still running.
The VTK could not initialize the communications port. The VRU will be shut down.	
Meaning	There is a problem initializing the serial port as configured in the system configuration file.
Action to Take	Check the system configuration to ensure you have correctly set the device name and baud rate for the serial port you will be using to communicate with your VRU.

The VRU could not open the communications port. The VRU will be shut down.	
Meaning	There is a problem opening the serial port as configured in the system configuration file.
Action to Take	Check the system configuration to ensure you have correctly set the device name and baud rate for the serial port you will be using to communicate with your VRU.

IVR Developer messages

errno=...Save,Save As..., Exports are disabled. where: xxx is either the ip address or the hostname display	
Meaning	`dns` cannot resolve the host name.
Action to Take	If `/etc/resolve.conf` exists, run `nslookup hostname` to determine whether `dns` can resolve the name. If `/etc/resolve` does not exist, contact your system administrator.
The IVR Developer could not read the string token file. The IVR Developer will be shut down.	
Meaning	The IVR Developer could not read the file named `xae.lng` which contains all internationalized strings used by this process. This file should be located in the `ui_lang` directory with the other string token files.
Action to Take	Ensure that the file exists and is readable. Also ensure that the VOICE_HOME and VOICE_LANG environment variables are being set by your `.profile` file.
The IVR Developer was unable to open the display. The IVR Developer will be shut down.	
Meaning	The IVR Developer was unable to establish a connection with your X terminal.
Action to Take	Ensure that your DISPLAY environment variable is set.

X System Monitor (XAI) messages

The XAI could not read the string token file. The XAI will be shut down.	
Meaning	The XAI could not read the file named `xai.lng` which contains all internationalized strings used by this process. This file should be located in the `ui_lang` directory with the other string token files.
Action to Take	Ensure that the file exists and is readable. Also ensure that the VOICE_HOME and VOICE_LANG environment variables are being set by your `.profile` file.
The XAI could not read the system configuration (sysgen.d) file. The XAI will be shut down.	
Meaning	The XAI could not read the file named `sysgen.d` which contains system configuration information. This file should be located in the `sys_files` directory.
Action to Take	Ensure that the file exists and is readable. If it does not exist, run the System Configuration Management (SCM) to create it.
The XAI was unable to connect to AP software. The XAI will be shut down.	
Meaning	The XAI needs to communicate with other AP software processes in order to operate. For some reason, it was unable to make this connection.
Action to Take	Ensure that the AP software is up.
The XAI was unable to open the display. The XAI will be shut down.	
Meaning	The XAI was unable to establish a connection with your X terminal.
Action to Take	Ensure that your DISPLAY environment variable is set.

X Prompt Manager (XPM) messages

The XPM could not read the string token file. The XPM will be shut down.	
Meaning	The XPM could not read the file named `xpm.lng` which contains all internationalized strings used by this process. This file should be located in the `ui_lang` directory with the other string token files.
Action to Take	Ensure that the file exists and is readable. Also ensure that the VOICE_HOME and VOICE_LANG environment variables are being set by your `.profile` file.
The XPM encountered an error while creating the clipboard workspace. The XPM will be shut down.	
Meaning	The XPM creates a temporary file in the `xpm.d` directory for use as a clipboard workspace. These files are automatically deleted when the process terminates. For some reason, the XPM was unable to create this file.
Action to Take	Ensure that the `xpm.d` directory exists and the file permissions allow files to be created within it.
The XPM was unable to open the display. The XPM will be shut down.	
Meaning	The XPM was unable to establish a connection with your X terminal.
Action to Take	Ensure that your DISPLAY environment variable is set.

Cell Builder message

errno=...Save,Save As..., Exports are disabled. where: xxx is either the ip address or the hostname display	
Meaning	`dns` cannot resolve the host name.
Action to Take	If `/etc/resolve.conf` exists, run `nslookup hostname` to determine whether `dns` can resolve the name. If `/etc/resolve` does not exist, contact your system administrator.

Chapter 4: Application Processor messages

Message range	Message source	See page
0 - 99	Call Logic Interpreter (CLI) messages	4-5
100 - 199	MRS Interface Process (VIP) messages	4-54
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Message range	Message source	See page
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Overview of Application Processor messages

This chapter explains the Application Processor (AP) messages that appear in the Transaction Log. Each range of messages reports information for one of the processes within the Symposium OPEN IVR software.

Note: Some messages refer to commands or replies. The AP and MRS communicate with each other using these commands and replies.

Chapter organization

Messages in this chapter are grouped by source. Within each group, the messages appear in numerical order.

Call Logic Interpreter (CLI) messages

0 - CLI Startup	
Meaning	The CLI process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
1 - CLI Shutdown	
Meaning	The CLI process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.
2 - Unable to allocate Application Cell Table	
Meaning	The CLI cannot allocate the memory necessary to store the application.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly?

	If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

3 - Unable to allocate Application Descriptor for: *application_name*	
Meaning	The CLI cannot allocate the memory necessary to build the main control block for the application being loaded.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`**

	• Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

4 - Unable to allocate Application Header	
Meaning	The CLI cannot allocate the memory necessary to read in the header portion of the application. It needs this information in order to build the internal structure for the application cell table.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`**

	• Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
5 - File is NOT a valid VPF Application File: *application_name*	
Meaning	The application that was requested to be loaded is of questionable origin. It must be produced with the Application Editor to be tagged with the proper identifiers.
Default Severity	major
Action to Take	Edit the application with the current version of the Application Editor.

6 - Application Load: *application_name*	
Meaning	This provides the time and date when the listed application was loaded or installed into the CLI.
Default Severity	advisory
Action to Take	None. Notification only.
7 - Unable to read Offset Table	
Meaning	The CLI is unable to read the portion of the application file that contains the cell table and the offset to the portions of the file that contain the modifiers for each of the cells.
Default Severity	major
Action to Take	Edit the application with the current version of the Application Editor and save the new version. This will confirm that the application has not been corrupted or made obsolete.
8 - Unable to open Application File: *application_name*	
Meaning	The CLI cannot read the file that contains the application. This may be because the file is empty.
Default Severity	major
Action to Take	Verify that the file exists, that it is not empty, and that the protections are set to allow reading.
9 - Unable to read Application File: *application_name*	
Meaning	The CLI cannot read the file that contains the application. The file may have been corrupted.
Default Severity	major
Action to Take	Edit the file with the current version of the Application Editor and save the file again.

10 - Application Startup: *application_name*	
Meaning	The named application was started at the indicated date and time and is able to accept calls.
Default Severity	advisory
Action to Take	None. Notification only.
11 - Application Shutdown: *application_name*	
Meaning	The named application was stopped at the indicated date and time and is unable to accept calls.
Default Severity	advisory
Action to Take	None. Notification only.
12 - Application Unload: *application_name*	
Meaning	The named application was unloaded at the indicated date and time.
Default Severity	advisory
Action to Take	None. Notification only.

13 - Illegal Comparison Type in Instruction Stream	
Meaning	An illegal conditional expression exists in a cell definition. The instruction stream is corrupted, possibly because the version of the CDL compiler does not match the version of the CLI.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application and the characteristics of incoming phone calls during this time frame. • Review all console messages by specifying the following path name: **`/usr/adm/messages`** • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

14 - Illegal Cell Transition in Instruction Stream	
Meaning	A cell within the application requested a transition to a cell that does not exist. The application is most likely incomplete. Verify this by viewing the application with the Application Editor.
Default Severity	major
Action to Take	Edit the application so that the cell transactions are correct.
15 - Unable to read CELL directory	
Meaning	The directory of compiled cells could not be found by the CLI and, therefore, no cell definitions are available to execute any application.
Default Severity	fatal
Action to Take	Verify that the `cells` directory exists in the home directory for the AP software. Also verify that the directory contains files with the following extension: `.cdsc`
16 - Failure fetching CELL *cell_number*	
Meaning	The CLI was unable to obtain information about the next cell in the application to be executed. Either the requested cell is out of the application's range, or an I/O error occurred during a file read for the cell's modifiers.
Default Severity	major
Action to Take	Use the Application Editor to verify that each cell in the application has branches to valid next cells, and then save the application.

17 - Unable to allocate Cell Header: *cell_name*	
Meaning	The CLI cannot allocate the memory necessary to build the internal control block for the cell description.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system.

	Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`**

	• Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
18 - Unable to allocate Cell Instruction Buffer: *cell_name*	
Meaning	The CLI cannot allocate the memory necessary to be able to read in the compiled cell description code.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently?

	• Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error?

	If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
19 - Failure locating Cell # number in Cell Cache	
Meaning	The CLI cannot find the cell description for the application cell identified by the number in the message.
Default Severity	major
Action to Take	Check and ensure that the cell type in the application is a valid type, and that the `cells` directory has all the cells necessary to run the application.
20 - Invalid Value for Next Cell Number: *number*	
Meaning	The number of the next cell to execute is out of the range defined for the current application. There may be corruption of the internal control block or the application file.
Default Severity	major
Action to Take	Use the current version of the Application Editor to verify that each cell in the application has branches to valid “next cells,” and then save the application.
21 - Unable to open CELL file: *cell_name*	
Meaning	The CLI cannot open the disk file that contains the named cell description.
Default Severity	major
Action to Take	Check and ensure that the file protections associated with the cell in the `cells` directory allow “read” privileges.

22 - Unable to read Cell Header: *cell_name*	
Meaning	The CLI cannot read the file that contains the cell description. This may be because the file is empty.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
23 - Unable to read Cell Instruction Stream	
Meaning	The CLI cannot read the compiled instruction stream from the cell description file, which, when executed, performs the cell action. This may be because the file has been corrupted or truncated.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
24 - Channel Control Block Allocation Error...	
Meaning	The CLI cannot allocate the memory necessary to build the internal control block for a channel (trunk) and, therefore, no application is able to run on that channel.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently?

	If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

25 - Channel from VRM Out of Range	
Meaning	The MRS Resource Manager (VRM) sent a message to the CLI about a channel that is outside the configuration range that the CLI knows about (the channel is not owned by the CLI).
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

26 - Channel Initialization Failure on trunk number	
Meaning	The MRS Interface Process (VIP) was unable to initialize a channel owned by the CLI. Therefore, no applications are allowed to run on this channel.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

27 - Invalid response for command: *number*	
Meaning	The MRS has sent an invalid reply to the indicated command.
Default Severity	advisory
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

28 - Start received on ACTIVE trunk *number*	
Meaning	Ringing was received on a channel that was already processing a call. Even though this is logically impossible for a stable running system, it can occur after a recovery from a MRS power outage, where a call was in progress on the AP when the MRS suddenly went down (dropping all its calls) and the AP was not notified about the call loss.
Default Severity	major
Action to Take	Restart the AP software.
29 - Channel *number* INACTIVE. STOP received	
Meaning	A call stop (hang-up) was received on a channel that had no active calls. In a heavily loaded system, a rare condition can occur where the application hangs up and the caller hangs up before the trunk is placed on-hook.
Default Severity	minor
Action to Take	None. Notification only.

30 - Unexpected Response *response*, Channel *number*	
Meaning	The Resource Manager (VRM) sent a message to the CLI concerning a channel that is within the configuration range, but was probably reserved for some other purpose.
Default Severity	advisory
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

31 - Unexpected Response *response*, Channel *number*. I/O not pending	
Meaning	The Resource Manager (VRM) sent a message to the CLI that contains data (for example, DTMF digits), but the CLI is not expecting any data. So, it does not know where to store the data to make it available to the application.
Default Severity	advisory
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

32 - Unknown response for command: *name*	
Meaning	The MRS has returned a reply to the indicated command and the CLI is unable to recognize the reply.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

33 - Unknown CLI command: *name*	
Meaning	The CLI has received the indicated command, but is unable to recognize it.
Default Severity	major

Action to Take	Follow the suggested actions in the order presented:
	• Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause.
	• Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame.
	• Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell:
	`find / -name "core" -print`
	• Review all console messages by specifying the following path name:
	`/usr/adm/messages`
	If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

34 - Cannot operate on complex types (LIST, PLIST, etc.)	
Meaning	This error indicates that a cell has been badly formed. Complex types are not allowed in expressions where a number or a buffer is normally expected. These types are similar to arrays, and should be indexed to provide one element instead of the entire structure.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

35 - Illegal Data Location in Instruction Stream	
Meaning	This error indicates that a cell has been badly formed. A cell refers to an invalid data type or a data type that the CLI cannot handle.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
36 - ERROR sending message to the DBS: *command_name*	
Meaning	An internal error occurred while sending the command to the DBS.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

37 - Dispatch Enable Failure...	
Meaning	The CLI was unable to request the MRS Interface Process (VIP) to place a channel in a state that is available to accept calls.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
38 - Endless loop detected on Channel *number*	
Meaning	A circular path has been detected in the application where no services have been requested (for example, a cell transitions to itself.) To prevent possible lock-up of the software, the call is ended.
Default Severity	major
Action to Take	Edit the application and remove the infinite loop logic.

39 - Global Index value number out of range	
Meaning	A global buffer was requested and its internal ID number is greater than the maximum allowable number of global buffers.
Default Severity	major
Action to Take	Verify that the number of user-defined global buffers does not exceed the documented maximum.
40 - Immediate Data Locations cannot be used as values	
Meaning	Immediate data, which is actually taken into a cell as a constant, cannot be changed by placing it on the left side of an assignment statement or in a position to receive a new value.
Default Severity	major
Action to Take	Verify that all cells in the application use buffer names, and not constant values, wherever they are required.
41 - Local Index value number out of range	
Meaning	A local buffer was requested and its internal ID number is greater than the maximum allowable number of local buffers. Local buffers are those that are used internally to a cell as temporary storage locations. This error indicates that a cell has been badly formed.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
42 - Modifier Index value out of range	
Meaning	This error indicates that a cell has been badly formed. An element was requested from a list (or paired list) and its index is greater than the dimension of the list.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

43 - Illegal Modifier Offset in Instruction Stream	
Meaning	A cell parameter was requested whose address is outside of the range expected by the cell. The application could have been created with a now obsolete version of the cell definitions.
Default Severity	major
Action to Take	Edit and save the application so that the application and the cell definition are synchronized.
44 - Illegal Modifier Type in Instruction Stream	
Meaning	This error indicates that a cell has been badly formed. A cell refers to a data type for a parameter and the data type is invalid or is one that the CLI cannot handle.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
45 - Message Block Allocation Error...	
Meaning	The CLI cannot allocate the memory necessary to contain the contents of messages to be sent to or received from other processes.
Default Severity	fatal
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system?

	• Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems.

	If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
46 - Error reading message queue. Code =number	
Meaning	An error occurred while attempting to retrieve a message from another process. The code number indicates the problem.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

47 - Cannot modify Read Only System Buffers	
Meaning	The application attempted to modify a system buffer that was marked “read-only.” Information in the CHANNEL, REPLY CODE, and STATUS CODE buffers is available to the application but cannot be changed.
Default Severity	major
Action to Take	Modify the application so that it does not try to write to these buffers. See the *Application Development Guide*.
48 - CELL Call Stack Overflow	
Meaning	A cell attempted to call too many subroutines or tried to call itself recursively. This indicates a badly formed cell.
Default Severity	major
Action to Take	Check for a subroutine that calls itself, and correct it.
49 - CELL Call Stack Underflow	
Meaning	A cell has an improperly placed “Return” statement.
Default Severity	major
Action to Take	Check for non-subroutine applications with return statements, and eliminate the return.
50 - Illegal System Buffer Type in Instruction Stream	
Meaning	A cell referred to an illegal address for a System Buffer or a Predefined Global Buffer. This indicates that the cell has been badly formed.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

51 - Unknown Function Table	
Meaning	This indicates a badly formed cell. A cell referred to an entry in a nonexistent runtime library. Runtime libraries contain tables of functions for communication to MRSs, the Database Server, and user-defined functions.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
52 - Wrong number of arguments in user function primitive	
Meaning	The number of parameters/modifiers supplied by the application is not the number expected by the user function process.
Default Severity	major
Action to Take	Edit and re-save the application to synchronize it with cell definitions.
53 - ERROR sending message to VRM: *command_name*	
Meaning	An internal error occurred while sending the command to the VRM.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame.

	• Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
54 - ERROR sending message to CSC: *command_name*	
Meaning	An internal error occurred while sending the command to the CSC.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`**

	• Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
55 - Attempt to play too many prompts	
Meaning	The application has requested that more than 32 prompts be played in a single request.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

56 - No application info available	
Meaning	The SAM has requested information on an application that does not exist.
Default Severity	major
Action to Take	Rerun with the appropriate application.
57 - Cleanup Handler Stack Overflow	
Meaning	An attempt was made to use too many cleanup handlers.
Default Severity	major
Action to Take	Check the application, and ensure that only one cleanup handler is ever called.
58 - CLI Not Able to Make Enough Memory	
Meaning	The CLI cannot allocate memory for internal data structure.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly?

	If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service

59 - Error sending message to QDS: *command_name*	
Meaning	An internal error occurred while sending the command to the QDS.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

60 - Error sending message to PMG:	
Meaning	The CLI failed while attempting to send a message to the PMG.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

61 - Error sending message to q_id ipc_queue_number errno=*error code*	
Meaning	An internal error occurred while sending a process with the queue id `ipc_queue_number`. The error code provides the meaning of the error.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

62 - Error sending message to SAD: errno=*error code*	
Meaning	An internal error occurred while sending a command to the SAD. The error code provides the meaning of the error.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
63 - SUB call stack overflow	
Meaning	An attempt was made to nest subroutine calls more than six deep.
Default Severity	advisory
Action to Take	Remove the last nested subroutine call (GSUB) from the application.

64 - SUB call stack underflow	
Meaning	An attempt was made to return from a subroutine that was never executed.
Default Severity	advisory
Action to Take	Make sure that there are no RETN cells in your application without a previous GSUB being executed.
65 - Error reading system info error =error code	
Meaning	CLI cannot read the `sysgen.d` file in the `sys_files` directory. File could be missing or have improper file permissions set.
Default Severity	major
Action to Take	Select the System Configuration Manager from the System Administration icon on the Control Panel, and save the configuration file.

66 - Error sending message to TRS: *command_name*	
Meaning	An internal error occurred while sending *command_name* to the TRS.
Default Severity	advisory
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
67 - Buffer passed is empty	
Meaning	The `Data Buffer` parameter on the PDAT cell being executed has no value.
Default Severity	advisory
Action to Take	None. PDAT takes the error branch.

68 - Unconnected cell found for chan =*channel number* appl : *application name*	
Meaning	The application has ended on the channel indicated, running the application indicated, because there is no next cell to execute.
Default Severity	minor
Action to Take	Load application into editor. Select, save, view, and resolve unconnected cells.
69 - No ASCII buffers passed	
Meaning	A request was made through either the *FAX Data File* parameter of the SFAX cell or the *Text File* parameter of the SAY cell. However, no file name was specified.
Default Severity	advisory
Action to Take	Load the application into the editor and verify that the text file name is being specified.
70 - Stopping Application	
Meaning	The AP software is commencing the stop application process.
Default Severity	advisory
Action to Take	None. Notification only.
71 - Application Stopped	
Meaning	The application has stopped.
Default Severity	advisory
Action to Take	None. Notification only.

72 - Statistics Exceeded 2K Limit	
Meaning	The call exceeds the 2 kbyte maximum size for logging call statistics. Any further call statistics are lost.
Default Severity	minor
Action to Take	Do not attempt to log additional statistics for the call. Refer to the discussion of the EVENT cell in the *Symposium OPEN IVR Cell Catalog* for information about how to calculate the amount of data to send in a call.
73 - Can't send to cli_s, stat=*xx* Errorno=*yy* Cmd=*zz*	
Meaning	The CLI cannot send a message to the CLI_S.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: `find / -name "core" -print`

	• Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
74 - Total Calls=*xx*	
Meaning	The number of calls made while the software is running.
Default Severity	minor
Action to Take	None. Notification only.
75 - PDAT: Value out of range, chan=c*hannel numbe*r appl : *application name*	
Meaning	A PDAT cell attempted to play a value greater than 999 999 999 999. The PDAT cell takes the invalid data branch. This is a limitation of the PDAT cell.
Default Severity	minor
Action to Take	Modify your application.
76 - Forcefully stopping application	
Meaning	The application is stopped forcefully, instead of gracefully.
Default Severity	advisory
Action to Take	None. Notification only.

77 - Num of bufs passed by usr func do not match expected num	
Meaning	The user expects a certain number of buffers to be passed by the `usr` function. If the `usr` function passes more than the expected number, a message is displayed to indicate this condition.
Default Severity	major
Action to Take	Check the number of buffers expected to be passed by the `usr` function. If the number of buffers passed by the application exceeds the expected number of buffers, correct the number in the `usr` function or application accordingly. The number of buffers specified in the application can be equal to or less than the expected number of buffers passed by the `usr` function.
80 - No telephone network information for field type=*type*	
Meaning	Either the `Type of Information` parameter of the CINFO cell contains an invalid field type, or the application could not access the telephone network information.
Default Severity	major
Action to Take	Check that a valid type was entered in the CINFO cell and that your telephone network supports that type.
81 - Prompt: *xx* is not in the prompt range configured.	
Meaning	*xx* is the number of the prompt referenced. The prompt number entered in either the LANG cell or the RECP cell does not fall within the range configured.
Default Severity	minor
Action to Take	Enter a prompt number that falls within the configured range.

92 - 2 Digit year format is ambiguous.	
Meaning	The year that you entered in the CDAT cell parameter `Input Format` is in two-digit format and not four-digit format.
Default Severity	advisory
Action to Take	Update the application by performing one of the following two steps: • In the Application Editor, open the application file. The system displays a window that informs you that the application is updated. To save the updated date format, save the application. or • At the prompt, type the following UNIX command: **`xae -u`** ***`app_name`*** where ***`app_name`*** is the application name. Press <Return>.
93 - 2 Digit year input is ambiguous.	
Meaning	The year that you entered in the CDAT cell parameter `Input Format` is in two-digit format and not four-digit format.
Default Severity	advisory
Action to Take	Change the input data to four digits.
96 - Unable to handle new call. Web application not running.	
Meaning	An HTML page makes a request to execute an AP software application that is either not loaded or not running.
Default Severity	advisory
Action to Take	Specify the name of an OPEN IVR application that is loaded or running so that an HTML page can execute the application and handle the call from the Web.

97 - Data exceeds max character limit. Data truncated.	
Meaning	The data contained in a buffer specified by a PDAT cell exceeds the maximum size allowed. The maximum data size allowed is 256 characters.
Default Severity	minor
Action to Take	This reply is not indicative of an error condition. The PDAT cell is unable to write, to the Output dictionary, data larger than the maximum size allowed. The data written to the Output dictionary is truncated to the maximum size.
98 - ERROR connecting to user function: *function name*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

MRS Interface Process (VIP) messages

Some of these messages have prefixes. The prefix format for these messages relates to the current state of the channel. For example, in this message, the variables have the following meanings:

CH=*xx* ST=*yy* SS=*zz* CMD=*cc*

xx is the channel number

yy is the channel state

zz is the channel substate

cc is the command or reply received

100 - Process Startup	
Meaning	The VIP process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
101 - Process Shutdown	
Meaning	The VIP process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.
102 - vru_diagnostic_reply	
Meaning	This message contains the text of a CCC0 or CCC1 diagnostic reply that is returned to the AP by the MRS.
Default Severity	advisory
Action to Take	None. Notification only.

103 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* Cmd Link Not Emp	
Meaning	Data corruption has occurred in the channel control block for the indicated channel.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

104 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* Cmd Chain Corrupt	
Meaning	Data corruption has occurred in the channel control block for the indicated channel.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
105 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* Illegal Msg Src	
Meaning	A message was received on a channel from a process that did not own that channel.
Default Severity	major
Action to Take	Check any user functions active at the time for possible misdirection of messages. If this is not the source of the problem, contact Nortel Customer Service.

106 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* MRSmsg - Bad State	
Meaning	This message is generated when a message from the AP is received in a state where no message should have been generated. This usually indicates that the current state of the VIP has lost synchronization with the AP.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

107 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* Bad Call Flow Msg	
Meaning	A message that was not expected in the current state has been received.
Default Severity	major
Action to Take	This reply does not in itself indicate an error condition, since queuing delays can cause commands and replies to lose synchronization occasionally. If this symptom is detected in conjunction with other problems, however, include it in any report to Nortel Customer Service.
108 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* UNBUSY - not open	
Meaning	An attempt was made to free (unbusy) a trunk without registering a trunk open (channel initialization) request first.
Default Severity	major
Action to Take	Check the order of operations performed when the current application was started. If this operation seems to have been performed correctly, contact Nortel Customer Service.
109 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* Unexp Msg	
Meaning	A message that was not expected in the current state has been received.
Default Severity	critical
Action to Take	This reply does not in itself indicate an error condition, since queuing delays can cause commands and replies to lose synchronization occasionally. But if this symptom is detected in conjunction with other problems, include it in any report to Nortel Customer Service.

110 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* Illegal Mode	
Meaning	Data corruption has occurred in the channel control block for the indicated channel.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

111 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* Illegal State	
Meaning	Data corruption has occurred in the channel control block for the indicated channel.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

112 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* Illegal Substate	
Meaning	Data corruption has occurred in the channel control block for the indicated channel.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

113 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* MRSmsg - Bad Substate	
Meaning	This message is generated when a message from the AP is received in a state where no message should have been generated. This usually indicates that the current state of the VIP has lost synchronization with the AP.
Default Severity	advisory
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

114 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* MRSmsg - after Hang	
Meaning	This message is generated when a message from the AP is received in a state where no message should have been generated. This usually indicates that the current state of the VIP has lost synchronization with the AP.
Default Severity	advisory
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

115 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* VRMmsg - Bad State	
Meaning	A message from the VRM is received in a state where no message should have been generated. This usually indicates that the current state of the VIP has lost synchronization with the VRM.
Default Severity	advisory
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

116 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* VRMmsg - Bad Mode	
Meaning	A message from the VRM is received in a state where no message should have been generated. This usually indicates that the current state of the VIP has lost synchronization with the VRM.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

117 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* CMD UNSUPPORTED	
Meaning	An attempt has been made to execute certain functionality that required a higher revision of the VIP.
Default Severity	major
Action to Take	Check the revision of the VIP in use. If it is at least equal to the revision required to use the command, contact Nortel Customer Service.
118 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* VSM action failed	
Meaning	An error was encountered in processing the current action.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

119 - CH=SYS CMD=cc Channels not enabled	
Meaning	Commands or replies have been directed at a channel that has not yet been initialized and removed from the busy state.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

120 - CH=SYS CMD=cc Bad Channel Number	
Meaning	A command has been directed at a channel and its number is greater than the maximum allowable channel in the system.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

121 - CH=SYS CMD=cc Request Queue Corrupted	
Meaning	Data corruption has occurred in the system control block request queues.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
122 - CH=SYS CMD=cc Badly formed Request	
Meaning	A command received on the system channel had contradictory parameters or options.
Default Severity	major
Action to Take	Examine the application or set of instructions that generated the command.

123 - CH=SYS CMD=cc Illegal Msg Src	
Meaning	A system control message was received from a process that did not own the system channel.
Default Severity	major
Action to Take	Check any user functions that were active at the time, and ensure that a message has not been misdirected.
124 - CH=SYS CMD=cc Unexp Msg	
Meaning	The VIP has received a request on the system channel that it does not support.
Default Severity	major
Action to Take	Check any user functions active at the time, and ensure that possible inappropriate requests to the system channel have not been made.

125 - CH=*SYS* CMD=*cc* Rcvd Sysopen while opening sys	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

126 - CH=*SYS* CMD=*cc* Illegal Channel Close	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

127 - CH=SYS CMD=cc CC REPLY -AP Errors detected	
Meaning	An error has been detected during AP diagnostics.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

128 - CH=SYS CMD=cc CC REPLY - FATAL Errors detected	
Meaning	An error has been detected during AP diagnostics.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

129 - CH=SYS CMD=cc CC REPLY - No Disk Report	
Meaning	An error has been detected during AP diagnostics.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
130 - CH=SYS CMD=cc CC REPLY - Async CC rcvd	
Meaning	The AP has been physically reset (as opposed to being reset via a software request).
Default Severity	major
Action to Take	Check with your system administrator, or check the Transaction Log to determine whether the reset was intentional, accidental, or unexplained.

131 - No Buffers available	
Meaning	The VIP has run out of buffers to use for the transactions.
Default Severity	fatal
Action to Take	Shut down and restart the MRS in question. Consult the installation manual for information concerning system loading for your software configuration.
132 - Disk *xx* is *xx* percent full	
Meaning	The indicated disk is approaching its capacity.
Default Severity	minor
Action to Take	Clean up the disk by removing large log files in `/temp`.
133 - Message Queue Corrupted	
Meaning	The VIP has received a message from a process that is not registered to communicate with it.
Default Severity	major
Action to Take	Check any user function active at the time, and enusre that messages have not been misdirected.
134 - CH=*xx* CMD=*cc* VSN=*yy* ERR:=*zz* Play VSN Error	
Meaning	The MRS has returned the indicated reply to report an error in playing a VSN.
Default Severity	minor
Action to Take	If the reply has to do with the existence (or nonexistence) of a VSN, refer this information to the system administrator so that person can correct the problem. If the error was a hardware-related error, refer to diagnostic procedures in the *Symposium OPEN IVR 4.0 Installation, Upgrade, and Maintenance Guide*.

135 - CH=*xx* CMD=*cc* VSN=*yy* ERR:=*zz* Record VSN Error	
Meaning	The MRS has returned the indicated reply to report an error in recording a VSN.
Default Severity	minor
Action to Take	If the reply has to do with the existence (or non-existence) of a VSN, refer this information to the system administrator so that person can correct the problem. If the error was a hardware-related error, refer to diagnostic procedures in the *Symposium OPEN IVR 4.0 Installation, Upgrade, and Maintenance Guide*.
136 - CH=*xx* STATUS=*ss* ANI ERROR	
Meaning	An ANI hardware error occurred when ANI was in use by the indicated channel. The status code in this message is the status code from the ANI reply.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: `find / -name “core” -print`

	• Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
137 - Major Alarm Detected	
Meaning	The handshake protocol on the AP command link has detected a loss of communications with the MRS. This loss of communications usually results in a major alarm.
Default Severity	major
Action to Take	Check the RS-232 cable, Ethernet cable, or Token Ring connecting the AP to the MRS, and ensure that it is firmly connected. Make sure no pins are bent on the RS-232 cable, and that thin-wire Ethernet is properly terminated.
138 - Error connecting trunk *tt* to path *pp*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
139 - CMD=AA CH=*xx* DISK=*dd* VSN=*nnnn* ERR:=*ee* PLX =*ss*	
Meaning	A disk error has occurred while processing a request on channel *xx*. The error occurred at vsn *nn* on disk *dd*, an error of *ee*. If disk mirroring exists on your system, the status of the mirroring is specified in the code *ee*.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

140 - CMD=BF CH=*xx* ERR:=*ee* - Trunk Error	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
141 - CH=*xx* CMD=*cc* VSN- *nn* FAX VSN Err	
Meaning	The MRS has returned the indicated reply to report an error in faxing a VSN.
Default Severity	minor
Action to Take	If the reply has to do with the existence (or non-existence) of a VSN, refer this information to the System Administrator so that person can correct the problem.

142 - CMD=*AC* ERR=*Err*	
Meaning	Internal to code. No meaning for the user.
Default Severity	major

Action to Take	Follow the suggested actions in the order presented:
	• Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause.
	• Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame.
	• Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell:
	`find / -name “core” -print`
	• Review all console messages by specifying the following path name:
	`/usr/adm/messages`
	If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

143 - CMD=*AC* ERR=*Err* - MRS is shutting down	
Meaning	A power failure has occurred, and the AP is shutting down.
Default Severity	major
Action to Take	None. Your application automatically resumes execution once the AP comes back up.

144 - CH=*xx* - Too many digits buffered	
Meaning	More than 64 digits were pressed on channel *xx* without a digit request being issued by the application.
Default Severity	minor
Action to Take	Make sure that your application contains MENU or GDAT cells to collect digits pressed by the user.
145 - CH=*xx* CMD=*cc* NULL POINTER	
Meaning	The command *cc* was issued to channel *xx* which is not a legal channel.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

146 - CH=*xx* CMD=*cc* STATUS=*ss* Bad Digit Reply	
Meaning	An error has occurred in digit collection.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

147 - CH=*xx* CMD=*cc* STATUS=*ss* Text to Speech VSN *Err*	
Meaning	The VSN number doesn't exist.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

148 - CH=*xx* CMD=*cc* STATUS=*ss* Text to Speech Chan Err	
Meaning	The channel number is in the wrong range.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
149 - CH=*xx* CMD=*cc* STATUS=*ss* Text to Speech HWR Err	
Meaning	There is a problem with the Text to Speech Board.
Default Severity	major
Action to Take	Check the board configuration. If it is not the problem, replace the board.

150 - The CC reply is not valid, Exiting	
Meaning	The MRS cannot successfully communicate with and start the software because of inconsistent information.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
151 - Bad busyout done status	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

152 - Bad unbusy done status	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
153 - Meridian IVR/I Startup Complete	
Meaning	This is a process startup message.
Default Severity	advisory
Action to Take	None. Notification only.
154 - Digits have been truncated	
Meaning	The AP software stores up to 31 bytes for each packet of telephone network information received. If the application receives more than 31 bytes of information, the software truncates those digits or characters, or both, to 31 bytes.
Default Severity	advisory
Action to Take	None. Notification only.

155 - Malloc failed: Trying to allocate space for telephone network information.	
Meaning	An internal system error occurred.
Default Severity	advisory
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`**

	• Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
156 - Translation of characters from MRS representation to keypad representation failed.	
Meaning	An internal system error occurred.
Default Severity	advisory
Action to Take	Contact Nortel Customer Service, and provide the full description of this error message.

157 - CH=*cc* Message buffer has been truncated.	
Meaning	The maximum message size is 2048 bytes. The AP ignores information beyond this length.
Default Severity	advisory
Action to Take	Contact Nortel Customer Service, and provide the full description of this error message.
158 - Could not allocate memory for resource type *type* in the structure: *structure*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
159 - Bad START Recognize Done Reply	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
160 - Auditing halted. Max reached	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

VTK Input and VTK Output Process (VTK) messages

200 - Process Startup	
Meaning	The VTK process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
201 - Process Shutdown	
Meaning	The VTK process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.
202 - Cannot Open Queues	
Meaning	Initialization failed on the queues for the indicated process.
Default Severity	fatal
Action to Take	Shut down the whole system and ensure that all queues have been removed (super-user status may be required for this).
203 - NAKd *xx* Times on buffer	
Meaning	The VTK Input process has received a reply that is garbled and exceeds the maximum retry limit in attempting to receive it properly.
Default Severity	major
Action to Take	Check the baud rate setting.

204 - Queue Write to VIP failed	
Meaning	A queue write failed on an MRS reply. This is most likely the result of an overflow condition on queue traffic.
Default Severity	fatal
Action to Take	Shut down and restart the MRS in question. Consult the installation manual for information concerning system loading for your hardware configuration.
205 - Connection to MRS failed	
Meaning	A queue write failed on an MRS reply. This is most likely the result of an overflow condition on queue traffic.
Default Severity	fatal
Action to Take	Shut down and restart the MRS in question. Consult the installation manual for information concerning system loading for your hardware configuration.
206 - Cannot open VSNs File: *vsn_filename*	
Meaning	An error has been detected in opening the VSN file.
Default Severity	major
Action to Take	Check the permission on the file, and ensure that no two MRSs are using the same file name.
207 - Delete reply - Bad VIP write chan=cc vsn=nn	
Meaning	A queue write failed on a delete reply. This is most likely the result of an overflow condition on queue traffic.
Default Severity	major
Action to Take	Shut down and restart the MRS in question. Consult the installation manual for information concerning system loading for your hardware configuration.

208 - VSN file access before opened	
Meaning	An attempt was made to update the VSN file before it had been successfully opened.
Default Severity	major
Action to Take	The VTK process has been restarted without the VRM having reissued a `system_open`, or the VSN file open has failed.
209 - Seek failed on valid vsn in VSN file *xx*	
Meaning	An error was detected in accessing the VSN file.
Default Severity	major
Action to Take	Run a file system check (`fsck`) as `root` all all MRS systems. If errors are found, correct them, and restart Symposium OPEN IVR. Run the VSN tool (`shvsn`) on file `xx`.
210 - Read failed on valid vsn in VSN file *xx*	
Meaning	An error was detected in accessing the VSN file.
Default Severity	major
Action to Take	Check the file and directory permissions for VSNs to be sure they are readable by user `nortel`. Run a file system check (`fsck`) as `root` on all MRS systems. If errors are found, correct them, and restart Symposium OPEN IVR. Run the VSN tool (`shvsn`) on file `xx`.
211 - Write failed on valid vsn in VSN file *xx*	
Meaning	An error was detected in accessing the VSN file.
Default Severity	major
Action to Take	Check the file and directory permissions for VSNs, and ensure that they are readable by user `nortel`. Run a file system check (`fsck`) as root on all MRS systems. If errors are found, correct them, and restart Symposium OPEN IVR. Run the VSN tool (`shvsn`) on file `xx`.

212 - Write failed on com port	
Meaning	A transmission failure has occurred in writing to an MRS.
Default Severity	major
Action to Take	Check the cable that is being used to communicate with the MRS.
213 - ACK or NAK Write failed to com port	
Meaning	A transmission failure has occurred in writing to an MRS.
Default Severity	major
Action to Take	Check the cable that is being used to communicate with the MRS.

214 - Cannot set Signal Handler	
Meaning	An internal problem occurred that can affect the connection to the MRS. This problem only occurs when the connection between the AP software and the MRS software is through a serial port (RS-232 link).
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

215 - Errno=*xx* for sigemptyset(). Cannot set handler.	
Meaning	An error occurred that can affect the ability to detect a broken network connection to the AP.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

216 - Errno=*xx* for sigaction(). Cannot set signal handler.	
Meaning	An error occurred that can affect the ability to detect a broken network connection to the AP.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Pool Manager (PMG) messages

300 - Process Startup	
Meaning	The pmg process has started up.
Default Severity	advisory
Action to Take	None. Notification only.
301 - Process Shutdown	
Meaning	The pmg process has shut down.
Default Severity	advisory
Action to Take	None. Notification only.
302 - ERROR sending message to PROC. dst_id = *xx*	
Meaning	The pmg failed while attempting to send a message to PROC.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause.

	• Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
303 - ERROR sending message to CLI. dst_id = *xx*	
Meaning	The `pmg` failed while attempting to send a message to the CLI.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame.

	• Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
304 - Input channels mixed with output channels	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
305 - Could not alloc memory for outdial pool	
Meaning	The system failed to allocate memory for outdial pool data storage. This is a system resource error.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system.

	Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system?

	Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
306 - Could not alloc memory for channel *xx*	
Meaning	The system failed to allocate memory for channel data storage. This is a system resource error.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly?

	If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems.

	If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
307 - Could not alloc memory for channel link	
Meaning	The system failed to allocate memory for channel link data storage. This is a system resource error.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`**

	• Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

308 - Could not alloc memory for request link; lost msg	
Meaning	The system failed to allocate memory for request link data storage. This is a system resource error.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`**

	• Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

309 - No such link in pool	
Meaning	An operation referred to a channel that does not exist in this outdial pool.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

310 - no such pool	
Meaning	An operations referred to an outdial pool that does not exist.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
311 - No free channels to allocate	
Meaning	There are no outdial channels available for allocation to an application that is requesting one. There must be enough outdial channels for all requests, or at some time, this message is logged.
Default Severity	major
Action to Take	Make more outdial channels available in your configuration, or schedule less applications.

312 - Failed to remove a channel link	
Meaning	An operation referred to a channel that does not exist in this outdial pool.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

313 - Channel *xx* does not exist in channel array	
Meaning	A channels unavailable message from the VRM referred to a channel that has never been available.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

314 - NULL application name in message	
Meaning	Bad interprocess message or corrupt interprocess message.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

315 - Could not create a pool	
Meaning	The system failed to allocate memory for outdial pool data storage.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

316 - Could not delete a pool	
Meaning	An outdial pool whose channels were all reassigned could not be deleted and its memory could not be freed.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
317 - Cannot use generic pool name for dedicated pool	
Meaning	The Symposium OPEN IVR generic outdial pool is named `gen_pool`. Any other dedicated outdial pool is given the name of its application. That application cannot be named `gen_pool`.
Default Severity	major
Action to Take	Rename the application.

MRS Resource Manager (VRM) messages

400 - Process Startup	
Meaning	The MRS Resource Manager process has begun executing.
Default Severity	advisory
Action to Take	None. Notification only.
401 - Process Shutdown	
Meaning	The MRS Resource Manager has been shut down.
Default Severity	advisory
Action to Take	None. Notification only.
402 - No more room in DISTRIBUTE queue	
Meaning	Too many `distribute` requests have been made before previous requests have completed. The VRM can hold up to 64 outstanding `distribute` requests. The queue overflows under the following conditions: • More than 64 `distribute` requests were sent at one time to the VRM. • The VIPs, MRSIOs, or MRSs are not responding to the current `distribute` request.
Default Severity	major
Action to Take	Make sure that the VIP and MRSIO processes are still running and that the MRS is still running.

403 - COPY request did not get sent properly to path id *xx*	
Meaning	COPY message could not be sent to the process with the following mail queue id: `path id`.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

404 - MRS-45 COPY request queue is corrupt	
Meaning	The request queue for MRS-45 (MessagePaths) COPY is in an invalid state. The VRM shuts down immediately after this message is written to the Transaction Log.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

405 - Couldn’t free buffer!	
Meaning	A fatal error has occurred in the VRM where mail buffers could not be freed. The VRM shuts down immediately after this error is written to the Transaction Log.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

406 - Resource list for channel *xx* is corrupt	
Meaning	The resource list for the specified channel is in an invalid state. While in this state, the channel may not allocate any resources.
Default Severity	major

Action to Take	Follow the suggested actions in the order presented:
	• Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause.
	• Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame.
	• Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell:
	`find / -name "core" -print`
	• Review all console messages by specifying the following path name:
	`/usr/adm/messages`
	If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

407 - No free channels for BOUT for MRS *xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

408 - No switching available on MRS *xx*	
Meaning	The DMX option is not available for MRS *xx.*
Default Severity	major
Action to Take	Ensure that the DMX option is installed and enabled for MRS *xx.*
409 - Illegal OUTDIAL type: *xx*	
Meaning	An illegal outdial request has been made.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

410 - Error reading system info errno= *xx*	
Meaning	The VRM could not read the `sysgen.d` file. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	major
Action to Take	Make sure that the `sysgen.d` file resides in the proper directory and that it is not locked.
411 - Error reading mrs info errno= *xx*	
Meaning	The VRM could not read the `sysgen.d` file. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	major
Action to Take	Make sure that the file is not locked.
412 - Error opening VSN file: *filename*	
Meaning	The VRM could not open a VSN file. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	minor
Action to Take	Make sure that `vsn1.data`, `vsn2.data`, `vsn3.data`, and `vsn4.data` reside in the `sys_files` directory located in the base directory of Symposium OPEN IVR.
413 - Errno=*xx*	
Meaning	This is a VRM-related error message.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

414 - Couldn't read VSN info from file: errno= *xx*	
Meaning	The VRM could not read a VSN file. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	major
Action to Take	Make sure that the file is not locked.
415 - Ran out of free buffers.	
Meaning	A fatal error has occurred. The VRM cannot allocate any more mail buffers. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	fatal
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory?

	This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
416 - Cannot access MRS controlled by VIP *xx*	
Meaning	A request has been sent to an MRS that never booted.
Default Severity	major
Action to Take	Make sure that the specified MRS is operational.

417 - Couldn't allocate free buffer pool	
Meaning	The VRM could not allocate the memory needed by its internal structures. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`**

	• Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

418 - Couldn't initiate link with CLI	
Meaning	The VRM could not establish a communication path with the CLI process. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

419 - Couldn't initiate link with SAD	
Meaning	The VRM could not establish a communication path with the SAD (System Administration) process. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

420 - Couldn't initiate link with VFS	
Meaning	The VRM could not establish a communication path with the VFS process. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

421 - Couldn't initiate link with PLF	
Meaning	The VRM could not establish a communication path with the PLF (Prompt Loading Facility) process. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

422 - Couldn't initiate link with CSC	
Meaning	The VRM could not establish a communication path with the CSC process. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

423 - Couldn't initiate link with PMG	
Meaning	The VRM could not connect to the pool manager process. Symposium OPEN IVR does not start in this event.
Default Severity	fatal
Action to Take	Check that the `pmg` binary is in the `exe` directory, and that it is executable. If this is unsuccessful, contact Nortel Customer Service.
424 - Couldn't initiate link with VIP *xx*	
Meaning	The VRM could not establish a communication path with a VIP process. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`**

	If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
425 - COPY queue for MRS *xx* is corrupt	
Meaning	The queue for COPY requests for the specified MRS is in an invalid state.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

426 - OTHER queue for MRS *xx* is corrupt	
Meaning	The queue for system channel requests for the specified MRS is in an invalid state.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

427 - Network hardware is not available to MRS *xx*	
Meaning	The physical link to a networking device (SafePaths, MessagePaths) is not present, and the user specified the use of a networking device in the `sysgen.d` file. The system continues to run under this condition; however, prompt and message distribution cannot be made to the specified MRS.
Default Severity	major
Action to Take	Check the SCSI link from the networking device to the specified MRS.
428 - Couldn't reset MRS300 controlled by VIP *xx*	
Meaning	The specified MRS did not boot successfully. The system continues to run under this condition; however, no calls can be serviced by the specified MRS.
Default Severity	major
Action to Take	Make sure that the specified MRS is operational.

429 - Alloc for channels available info was unsuccessful	
Meaning	The VRM could not find enough memory for an internal data structure. The VRM shuts down after logging this message.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`**

	• Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
430 - Command *xx* for channel *xx* was REJECTED by VRM	
Meaning	The VRM received an illegal request for the specified channel.
Default Severity	major
Action to Take	Make sure that the process that made the request has initialized the specified channel.

431 - Command *cc* for channel xx was REJECTED by VIP *ee*	
Meaning	The specified VIP has received an illegal request for the specified channel.
Default Severity	major
Action to Take	This reply does not in itself indicate an error condition, since queuing delays can cause commands and replies to lose synchronization occasionally. But if this symptom is detected in conjunction with other problems, include it in any report to Nortel Customer Service.

432 - Free list for rsrc *xx* subtype *yy* is corrupted	
Meaning	The resource type with subtype listed in the message has a corrupt queue. Consequently, free resources cannot be added to the system. The VRM continues to run in this situation. However, the number of free resources of this type may begin to decrease over time and eventually a restart of the software may be necessary.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

433 - Couldn't allocate a VSN on MRS *xx*	
Meaning	There are no more VSNs available for recording messages.
Default Severity	major
Action to Take	Purge the disk or disks on the specified MRS.
434 - Couldn't allocate a buffer	
Meaning	The VRM cannot allocate any more mail buffers and shuts down after this message is logged.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously.

	Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

435 - Got response *xx* from VIP xx w/o a previous request	
Meaning	The VRM received an unexpected response from the specified VIP.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

436 - ANI trunks active in MRS *xx* 55 Subsys *yy*, no paths	
Meaning	The user has configured the trunk boards in the specified MRS to be ANI boards, but there are no common audio paths available to support these trunk boards. The system continues to run under this condition. However, calls cannot be serviced on the trunks that are configured as ANI.
Default Severity	major
Action to Take	Check the number of reserved audio paths for the specified MRS.
437 - ANI trunks active in MRS *xx*, 55Subsys *yy*, no MF rcvs	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
438 - Error opening trunk_init.d errno= *xx*	
Meaning	The VRM could not open the trunk initialization file `trunk_init.d`. The VRM shuts down after logging this message.
Default Severity	major
Action to Take	Check and ensure that the `trunk_init.d` file exists in the `./sys_files` directory.
439 - Error reading trunk init info errno= *xx*	
Meaning	The VRM could not read the trunk initialization file `trunk_init.d`. The VRM shuts down after logging this message.
Default Severity	major
Action to Take	Make sure the file is not locked.

440 - Wait list for rsrc *xx* subtype *xx* is corrupted	
Meaning	The queue for pending resource requests of the types listed is in an invalid state.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

441 - Illegal rsrc *xx* subtype *yy* was specified	
Meaning	A request for an invalid resource was made.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
442 - Unreserving rsrc *xx* subtype *yy* while in use	
Meaning	An attempt has been made to free a resource that is still being utilized by another channel or channels. The request for freeing the specified resource is not executed.
Default Severity	major
Action to Take	Make sure that no channels are using the resource before freeing it.

443 - Rsrc *xx* subtype *yy* is already free	
Meaning	The queue for free resources of the specified type is in an invalid state.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
444 - Disk *xx* on mrs *yy* is full	
Meaning	No more messages can be saved on the specified disk.
Default Severity	major
Action to Take	Purge the disk, eliminating the large log and temporary or useless files.

445 - Couldn't allocate memory for prompt stat list	
Meaning	There is not enough memory available for an internal data structure. The VRM shuts down after logging this message.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`**

	• Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

446 - No more room in handle list for channel number	
Meaning	An internal data structure is full. The VRM continues to run. However, prompts that are currently being installed through the PLF may not play back properly.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

447 - Prompt number could be interrupted during play	
Meaning	An internal data structure is full. The VRM continues to run. However, prompts that are currently being installed through the PLF may not play back properly.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

448 - Timer number was not requested by the vrm	
Meaning	The UTM process sent an illegal message to the VRM.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

449 - Couldn't initiate link with UTM	
Meaning	The VRM could not establish a communication path with the UTM process. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

450 - Trunk tt on MRS vv does not support ANI	
Meaning	The user specified a trunk initialization type of ANI1, ANI2, ANI3, or ANI4 for trunk *tt* through the System Configuration Manager (SCM); however, this trunk does not physically contain this capability.
Default Severity	major
Action to Take	If you do not wish to initiate calls with MF detection, change the trunk initialization type specified for the trunk in the SCM. Otherwise, make sure the specified trunk is configured properly in the MRS.
451 - Couldn't allocate memory for res rr subtype ss: structure type	
Meaning	There is not enough memory available for an internal data structure. The VRM continues to operate; however, no resources of the type listed is available to the applications running.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly?

	If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

452 - No memory allocated for res *rr* subtype *ss*: *structure type*	
Meaning	A request was made for a resource that the VRM has no knowledge about.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`**

	• Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
453 - No rsrcrs available of type rr subtype ss	
Meaning	A request was made for a resource that does not exist in the system.
Default Severity	major
Action to Take	Make sure that the MRS(s) connected to your AP contain the proper resources.

454 - Error reading trunk info errno_ ee	
Meaning	The VRM could not read the `sysgen.d` file. The VRM shuts down after this message is written to the Transaction Log.
Default Severity	major
Action to Take	Make sure the `sysgen.d` file resides in the proper directory and that it is not locked.
455 - Couldn't configure multiple vocabularies	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
456 - Could not get vocabulary type and id	
Meaning	Could not match an existing vocabulary with one that actually exists on the speech recognition board.
Default Severity	major
Action to Take	Verify that an `mvrv.config` file exists in the `sys_files` directory, and that it matches what is actually loaded on the speech recognition board. In addition, check that the tokens used in `mvrv.config` match the tokens in the `xae.lng` file.

457 - ERROR sending message to PMG :	
Meaning	The VRM failed while attempting to send a message to the PMG.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

458 - Illegal RSRC Realloc Request element=*xx*	
Meaning	Internal data structures have been improperly updated.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
459 - No free path available on MRS *xx*	
Meaning	All allocatable internal switching resources are currently in use.
Default Severity	major
Action to Take	Ensure that enough switching ports are available for the number of channels serviced on the MRS.

460 - VRM_LIC_MSG	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
461 - Unable to reserve license for channel *xx*, channel not available.	
Meaning	More channels are configured for a specific option than licenses are available.
Default Severity	major
Action to Take	The license file specifies the number of licenses available for the telephone option. Verify that the number of channels you have set that make use of the telephone option is within the licensed number. If not, either reconfigure your installation, or call your Nortel sales representative to purchase additional licenses. If the number is within the limit, contact Nortel Customer Service.
462 - Failed to insert variable into MIB list	
Meaning	The system does not have enough memory allocated to run the AP software.
Default Severity	critical
Action to Take	Stop the AP software. Increase the amount of swap space available to the AP software, and restart the software.

463 - Failed to connect to snmp daemon	
Meaning	Either the SNMP daemon is not running or the AP software installation is not complete.
Default Severity	critical
Action to Take	1 Verify that the SNMP daemon is running by typing the following UNIX command: **`ps -afe | grep snmp`** Press <Enter>. 2 Verify that files `snmpd.peers` and `Nortel.defs` exist in the `/etc` directory and are not corrupted.
464 - SNMP agent extension initialization failed	
Meaning	SNMP functionality is not available.
Default Severity	fatal
Action to Take	1 Verify that the SNMP daemon is running. 2 Verity that the AP software installation procedure is completed.
465 - SNMP agent extension initialized successfully	
Meaning	SNMP functionality is available.
Default Severity	minor
Action to Take	None. Notification only.
466 - Failed to send SNMP trap	
Meaning	Either the AP software is not configured correctly or the installation procedure is not complete.
Default Severity	advisory
Action to Take	1 Verify that the `netmgmt.conf` file is listed in the `/sys_files` directory and that it is not corrupted. 2 Verify that the file `netmgmt.conf` contains the correct host name and password for the Network Management System (NMS).

467 - Could not resolve MRS hostname	
Meaning	Either the DNS software is not configured correctly on the local system or the MRS that is listed in the System Configuration Management (SCM) interface does not exist.
Default Severity	advisory
Action to Take	Invoke the SCM and verify that the name of the MRS listed in the *MRS Node Name* parameter is correct.
468 - Could not acquire socket for snmp communications	
Meaning	SNMP functionality is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
469 - Lost connection to snmp daemon	
Meaning	The system temporarily lost the connection with the SNMP daemon.
Default Severity	fatal
Action to Take	Verify that the SNMP daemon is running and, if necessary, restart the SNMP daemon.
470 - Could not add snmp socket to pool	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
471 - Symposium connected successfully to MRSl	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

472 - Symposium has been disconnected from MRS	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

SQL Database Server (QDS) messages

500 - Operation Successful: *operation*	
Meaning	Information this error code is not available.
Default Severity	advisory
Action to Take	None. Notification only.
501 - Process Startup	
Meaning	The SQL database server process has started.
Default Severity	advisory
Action to Take	None. Notification only.
502 - Process Shutdown	
Meaning	The SQL database server process has been shut down.
Default Severity	minor
Action to Take	None. Notification only.
503 - IPC Link Fail (merror=*xx*, errno=*yy*): *processname*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
504 - IPC Send Fail (merror=*xx*, errno=*yy*): *processname*	
Meaning	An attempt to send a message from the QDS to the process specified failed. The UNIX error number is UUUU, the message library error number is MMMM.
Default Severity	major
Action to Take	This is condition indicates that the Interprocess communications through the operating system are failing. Bring the system down and restart.

505 - IPC partial Receive: Command=*xx*	
Meaning	The previous SQL request was only partially received. The first part is not acted upon and the application takes the error branch from the cell.
Default Severity	major
Action to Take	Examine the overall load and number of data servers currently running on the system.
506 - Illegal Command Received. (Cmd=cl, src=*xx*)	
Meaning	An illegal command was sent to the QDS.
Default Severity	major
Action to Take	The QDS exits on its own.
507 - Message from unknown source. Qid=*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
508 - Can't allocate memory	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
509 - Internal error: *error*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

510 - Trace enabled: *process*	
Meaning	The QDS provides trace information in the file specified.
Default Severity	minor
Action to Take	None. Notification only.
511 - Trace Disabled	
Meaning	The QDS has stopped tracing information.
Default Severity	minor
Action to Take	None. Notification only.
512 - Extended Diags Enabled	
Meaning	The QDS provides detailed diagnostics in the file specified.
Default Severity	minor
Action to Take	None. Notification only.
513 - Extended Diags Disabled	
Meaning	The QDS has stopped providing detailed diagnostics.
Default Severity	minor
Action to Take	None. Notification only.
514 - Caught Unix Signal *xx*, Aborting.	
Meaning	An erroneous UNIX signal is trapped by the QDS.
Default Severity	fatal
Action to Take	None. The QDS exits on its own.

515 - No SQL Data Server: RDBMS	
Meaning	The specified database type is not supported (INGRES, ORACLE, SYBASE, INFORMIX).
Default Severity	minor
Action to Take	Modify the default cell of the offending application and specify a supported RDBMS.
516 - Cannot Access SQL Data Server: *servername* (RDBMS)	
Meaning	The *servername* (ids, ods, fds, sds) executable is missing from the .exe directory.
Default Severity	major
Action to Take	Reinstall SQLeasy.
517 - Cannot Execute SQL Data Server: *servername* (RDBMS)	
Meaning	The *servername* (ids, ods, fds, sds) executable has the wrong permissions.
Default Severity	major
Action to Take	Reinstall SQLeasy.
518 - Abnormal Exit (qid=*xx*): *classname*	
Meaning	The SQL process with the *classname* specified has exited on its own.
Default Severity	fatal
Action to Take	None. The QDS shuts itself down.
519 - Max number of servers have been started: *RDBMS*	
Meaning	The licensed number of SQLeasy servers for the particular type has been exceeded.
Default Severity	minor
Action to Take	Increase the licenses or lower the count in the default cells of the applications that use the RDBMS in question.

520 - SQL option not enabled for dbms type: *RDBMS*	
Meaning	There are no licenses for the specified RDBMS.
Default Severity	minor
Action to Take	Acquire an appropriate license.
518 - Abnormal Exit (qid=*xx*)	
Meaning	A data server exited on its own without being instructed to do so by the AP software.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

519 - Max number of servers have been started	
Meaning	The resource limit is reached for the maximum number of data servers for this installation of the AP software.
Default Severity	minor
Action to Take	Reset the AP software.
520 - SQL option not enabled for dbms type: *type*	
Meaning	There are no licenses for the specified RDBMS.
Default Severity	minor
Action to Take	Acquire an appropriate license.
521 - No resources to handle request: Command=*xx*	
Meaning	The quantity of built-in queues is insufficient for the QDS to buffer requests to the GDS (generic data server) processes of `ids`, `ods`, `fds`, and `sds`.
Default Severity	major
Action to Take	Increase the number of GDS processes.
522 - Memory allocation at *xx* MB	
Meaning	The dynamic pool of memory used to buffer multirow select statements is increased to the indicated value.
Default Severity	advisory
Action to Take	None. Notification only.
523 - Row rqst not yet buffered; lost. Channel=*xx*	
Meaning	Reserved for future use.
Default Severity	major
Action to Take	Not applicable.

524 - GDS failed to start	
Meaning	The GDS (database process) failed to start.
Default Severity	major
Action to Take	Stop and restart Symposium OPEN IVR.
525 - Failed to start timer	
Meaning	The AP software is unable to start the internal timer, which is used to ensure data-server initialization status. The data may start up correctly.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

526 - Invalid Timer Id=*xx*	
Meaning	A stray timer message is received by QDS. However, processing continues.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

527 - Open Timeout	
Meaning	An AP software data server process failed to initialize within the correct amount of time.
Default Severity	minor
Action to Take	Note possible errors that could cause incorrect SQL RDBMS client connectivity.
528 - GDS (pid=%ld) failed to open database	
Meaning	Reserved for future use.
Default Severity	minor
Action to Take	Not applicable.

System Administration Interface (SAI) messages

600 - SAI: Startup	
Meaning	The SAI process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
601 - SAI: Shutdown	
Meaning	The SAI process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.

User Statistical Processes (UST) messages

700 - Process Startup	
Meaning	The `ust` process has started up.
Default Severity	advisory
Action to Take	None. Notification only.
701 - Process Shutdown	
Meaning	The `ust` process has shut down.
Default Severity	advisory
Action to Take	None. Notification only.
702 - Info -	
Meaning	Information on this error code is not available at this time.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
703 - Cannot Open Queues	
Meaning	Information on this error code is not available at this time.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
704 - Cannot Open Statistic Files	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

705 - Queue Write failed	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
706 - File Write failed	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
707 - Cannot set Signal Handler	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
708 - Message from unexpected source	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
709 - Missing Call record from VIP	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
710 - Could not broadcast to VIPs	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

711 - Could not initialize config file	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
712 - Could not open file: *filename*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

Database Server (DBS) messages

800 - Process Startup	
Meaning	The DBS process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
801 - Process Shutdown	
Meaning	The DBS process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.
802 - Process Shutdown: Major Failure	
Meaning	Internal to code. No meaning for the user.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: `find / -name “core” -print`

	• Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
803 - Cannot Create DBS file: *filename*	
Meaning	The DBS file could not be created.
Default Severity	major
Action to Take	Check the directory permissions to be sure that you can write to file.
804 - Cannot Create Extension Table:	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`**

	• Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
805 - Cannot find DBS EXCH Lookup Table:	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

806 - Cannot Allocate necessary table space	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`**

	• Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

807 - Error reading message queue. Code=*xx*	
Meaning	An error occurred while attempting to retrieve a message from another process. The code number indicates the problem.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

808 - Cannot Open DBS File: *filename*	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

809 - Cannot Open DBS EXCH Lookup Table:	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

810 - Cannot Open DBS EXCH? Lookup Table: *xx*	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

811 - Database READ ERROR: *xx*	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

812 - Cannot register a path to: *xx*	
Meaning	Internal to code. No meaning for the user.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
813 - Database SEEK ERROR: *xx*	
Meaning	A disk error has occurred.
Default Severity	major
Action to Take	Run a file system check (`fsck`) as root on all file systems. If errors are found, correct them, and restart Symposium OPEN IVR.

814 - ERROR sending response message	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
815 - Database WRITE ERROR: *xx*	
Meaning	The internal database may be write-protected.
Default Severity	major
Action to Take	Ensure that the database is readable by user `nortel`. Run a file system check (`fsck`) as root on all file systems. If errors are found, correct them and restart Symposium OPEN IVR.

816 - Cannot write to EXCH Lookup file: *xx*	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
817 - Cannot write to EXCH? Lookup file: *xx*	
Meaning	The file may have been deleted or is unreadable.
Default Severity	major
Action to Take	Ensure that the file exists and is readable by user `nortel`. Run `dbs` and check the database content.
818 - Cannot open DBS .tpl file: *filename*	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
819 - Cannot close DBS .tpl file: *filename*	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame.

	• Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
820 - Cannot read DBS .tpl file: *filename*	
Meaning	The file may be read-protected.
Default Severity	major
Action to Take	Check the file permissions, and ensure that the file is readable by user `nortel`. Run `dbs` and check the database content.
821 - Cannot write DBS .tpl file: *filename*	
Meaning	The disk may be full.
Default Severity	major
Action to Take	Check disk space using `fs.` If the disk is full, delete some files (check for large log files, and clean up the `temp` directories).

822 - DBS significant digits missing: *db_name*	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

823 - DBS significant digits out of range: *db_name*	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

824 - DBS significant digits not needed: *db_name*	
Meaning	Internal to code. No meaning for the user.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

825 - Invalid value passed to dbs_pow 10 ()	
Meaning	Internal to code. No meaning for the user.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
826 - Reached maximum File Descriptions for DBS	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

Voice File Transfer Process (VFT) messages

900 - Process Startup	
Meaning	The VFT process has started up successfully.
Default Severity	advisory
Action to Take	None. Notification only.
901 - Process Shutdown	
Meaning	The VFT process has stopped successfully.
Default Severity	advisory
Action to Take	None. Notification only.

902 - Ran out of free buffers.	
Meaning	The VFT process has run out of internal storage buffers to process requests.
Default Severity	fatal
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run?

	Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
903 - Host, TCP, or FTP information not found	
Meaning	The VFT process was unable to get information about the destination host, TCP/IP, or the FTP service. This is the first of three lines describing an error. More information is available in entries 904 and 905.
Default Severity	major
Action to Take	See 904 and 905 that follow for the appropriate Action to Take.

904 - -hp=*xx*, pp=*yy*, sp=*zz*.	
Meaning	This is the second line of a problem that occurred during a file transfer attempted by the VFT process. If the value *xx* is 0, then the problem was obtaining information about the destination host. If the value *yy* is 0, the problem was obtaining information about the TCP/IP protocol. If the value *zz* is 0, the problem was obtaining information about the FTP service.
Default Severity	minor
Action to Take	If the problem is with the destination host, verify that the MRS being transferred to is in the `/etc/hosts` file and that the same name or an alias is being used in the system configuration. If your AP is running Yellow Pages (YP), check with your network administrator to determine whether the MRS's host name is in the YP database. If the problem is with TCP/IP, check the protocols database contained in the `/etc/protocols` file for an entry for TCP. If the problem is with the FTP service, check the services database contained in `/etc/services` for an entry for FTP that looks similar to the line below: **`ftp 21/tcp`**

905 - Hostname=*xx*	
Meaning	Indicates the host name that was being referenced when an error occurred. This line appears in the log after an error 903 or 913. In the case of an error 903, it indicates what the VFT process considers the destination host name. In the case of an error 913, it indicates what the VFT process considers the AP's host name.
Default Severity	advisory
Action to Take	Verify that the host name specified is in the `/etc/hosts` file. If this is not the name you expect (especially in the case of a 903 error), check the system configuration, and ensure that the host names of the MRSs have been correctly specified.
906 - socket() system call failed, errno=*xx*	
Meaning	There has been an error in creating a TCP/IP socket.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service. Include in your description of the error the value of *xx*.
907 - connect() system call failed, errno=*xx*	
Meaning	There has been a problem encountered in connecting to the FTP service on the destination MRS.
Default Severity	major
Action to Take	Either the FTP service or the MRS node is not available. Attempt to reboot the MRS in order to correct the problem. If the problem persists, contact Nortel Customer Service. Include in your description of the error the value of *xx*.

908 - listen() system call failed, errno=*xx*	
Meaning	There is a problem in listening for connection to a TCP/IP socket.
Default Severity	major
Action to Take	Please contact Nortel Customer Service. Include in your description of the error the value of *xx*.
909 - Error in FTP reply. Expected *xx*. Received *yy*	
Meaning	There has been a problem transferring data to the MRS.
Default Severity	major
Action to Take	Please contact Nortel Customer Service. Include in your description of the error the value of *xx* and *yy*.
910 - Error sending FTP command, errno=xxxx	
Meaning	There has been a problem sending FTP commands to the MRS. This error is accompanied by error 911.
Default Severity	major
Action to Take	Refer to error 911 for the Action to Take.
911 - -FTP Command=*xx*	
Meaning	This error is associated with a previous error 910 indicating an error issuing an FTP command. This error details the FTP command that resulted in the error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service. Include in your description the FTP command that caused the failure.

912 - Unable to get hostname, errno=*xx*.	
Meaning	An error occurred when attempting to get the AP's host name.
Default Severity	major
Action to Take	Please contact Nortel Customer Service. Include in your description of the error the value of *xx*.
913 - Unable to get host info, errno=*xx*.	
Meaning	The AP's host name could not be found in the host database `/etc/hosts` or in the Yellow Pages database (if YP is being used).
Default Severity	major
Action to Take	Verify that the host name assigned to the AP is included in the `/etc/hosts` file. This can be done by issuing a hostname command at a shell prompt and checking for the name returned in `/etc/hosts`.
914 - bind of port *xx->yy* failed, errno=*zz*.	
Meaning	Another daemon is using the port numbers that VFT expects to be able to use.
Default Severity	major
Action to Take	Please contact Nortel Customer Service. Include in your description of the error the values *xx*, *yy*, and *zz*.
915 - accept() system call failed, errno=*xx*.	
Meaning	An error occurred in issuing of the `accept()` system call.
Default Severity	major
Action to Take	Please contact Nortel Customer Service. Include in your description of the error the value of *xx*.

916 - Bytes written not equal to bytes read.	
Meaning	A problem has occurred writing to the socket connected to the MRS or writing to the file on the AP.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
917 - -wrote *xx* & read *yy* bytes, errno=*zz*	
Meaning	This entry should occur after a 916 error and includes additional information to help diagnose the problem.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service. Include in your description of the error the values *xx*, *yy*, and *zz*.
918 - Error on read() or write().	
Meaning	An error has occurred in the transfer of data between the AP and an MRS. The error was in the `read() or write()` system call.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
919 - -wrote *xx* & read *yy* bytes, errno=*zz*	
Meaning	This entry should occur after a 918 error and includes additional information to help diagnose the problem.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service. Include in your description of the error the values *xx*, *yy*, and *zz*.

920 - open() system call failed, errno=*xx*.	
Meaning	An error occurred opening the file that is to be transferred from the AP to the MRS.
Default Severity	fatal
Action to Take	Verify that the file being transferred really exists. If it does or if it is not a file you specifically requested to transfer, contact Nortel Customer Service. The file being transferred is listed in entry 922.
921 - creat() system call failed, errno=*xx*.	
Meaning	An error has occurred creating the destination for the file that is received by the AP from the MRS.
Default Severity	fatal
Action to Take	Verify that the directory in which the file is going to be created exists and that the AP software has permission to create files in that directory. Also check whether a file by the same name already exists. If it does, then ensure that the AP software has permission to write the file. The file to be created is listed in entry 922.
922 - Filename=*xx*	
Meaning	This entry is associated with a previous entry in the log (either 920 or 921). This entry indicates the file that caused the problem.
Default Severity	advisory
Action to Take	Refer to the related error message (either 920 or 921) for the Action to Take.
923 - Illegal request.	
Meaning	An illegal file transfer request was received by the VFT.
Default Severity	major
Action to Take	Refer to entry description 924 for the Action to Take.

924 - -cmd=*xx*, chnl=*yy*, flags=*zz*	
Meaning	This entry is associated with a previous 923 entry in the log. It contains additional information that can be used in diagnosing the problem.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service. Include in your description of the error the values *xx*, *yy*, and *zz*.
925 - REQUEST_FAIL:	
Meaning	If any problems occur other than an illegal request (923), then this entry occurs indicating that, overall, the file transfer request has failed.
Default Severity	major
Action to Take	Refer to entry description 926 for Action to Take.
926 - -OP:ww, HOST:*xx*, LOCAL_FILE:*yy*, REMOTE_FILE:*zz*	
Meaning	This entry is associated with a previous 925 entry and provides information that can be used in diagnosing the problem.
Default Severity	advisory
Action to Take	This entry provides additional information and is always associated with a previous 925 entry, and with another VFT entry in the Transaction Log. Please contact Nortel Customer Service. If the description of the other entry provides different or additional information, then provide that information to Customer Service. If the other entry is not different, use it to help diagnose the problem.
927 - setsockopt() failed, errno=*xx*	
Meaning	A `setsockopt()` system call has failed.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service. Include in your description of the error the value of *xx*.

User Function Process (USR) messages

1000 - Process Startup	
Meaning	The indicated user function has been started.
Default Severity	advisory
Action to Take	None. Notification only.
1001 - Process Shutdown	
Meaning	The indicated user function has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.
1002 - *User specified messages*	
Meaning	The indicated message is user-related.
Default Severity	advisory
Action to Take	None. Notification only.
1003 - Error reading message queue. Code=*cc*	
Meaning	An error occurred while attempting to retrieve a message from another process. The code *cccc* indicates the problem.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause.

	• Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
1004 - Buffer *xx* exceeds maximum allowed and has been truncated	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
1005 - Buffer *xx* has caused the user function reply to esceed 2K	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

Call Scheduler (CSC) messages

1100 - Process Startup	
Meaning	The CSC process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
1101 - Process Shutdown	
Meaning	The CSC process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.
1102 - Error reading csc_events file errno=*xx*	
Meaning	The CSC could not read the file that contains events to be scheduled. The CSC shuts down after writing this message to the Transaction Log.
Default Severity	major
Action to Take	Make sure that the `csc_events` file has the appropriate permissions.
1103 - Error opening csc_events file errno=*xx*	
Meaning	The CSC could not open the file that contains the events to be scheduled.
Default Severity	major
Action to Take	Make sure that `./sys_files/csc_events` is not locked and that it has read/write privileges for everyone.

1104 - Error opening /tmp/csc_events.tmp file errno=*xx*	
Meaning	The CSC could not open the file that temporarily contains events to be scheduled the next time that the CSC comes up.
Default Severity	major
Action to Take	Make sure that `/tmp/csc_events.tmp` is not locked and that it has read/write privileges for everyone.
1105 - Couldn't initiate link with CLI	
Meaning	The CSC could not establish a communication path with the CLI process. The CSC shuts down after writing this message to the Transaction Log.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`**

	If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
1106 - Couldn't initiate link with UTM	
Meaning	The CSC could not establish a communication path with the UTM process. The CSC shuts down after writing this message to the Transaction Log.
Default Severity	minor
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1107 - Error reading message queue, errno=*xx*	
Meaning	An error occurred during an attempt to retrieve a message from another process. The code number indicates the problem.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1108 - Unknown CLI command: *cc*	
Meaning	The CSC has received the indicated command, but is unable to recognize it.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1109 - Couldn't allocate a channel	
Meaning	A request has been made to use an outdial trunk on the system. However, all available outdial trunks are in use.
Default Severity	advisory
Action to Take	1 Go to the Trunk Configuration screen in the System Administration Interface of Symposium OPEN IVR. 2 Make sure that at least one trunk is configured as an output trunk. When this message appears, as long as there is at least one output trunk in the system, the CSC attempts to request an output trunk every minute until it is successful. If you receive many of these messages, you might want to consider configuring more of your trunks as output trunks.

1110 - Couldn't send cmd *number* to CLI, errno=*xx*	
Meaning	An internal error occurred while sending the command to the CLI. The error number indicates the problem.
Default Severity	major

Action to Take	Follow the suggested actions in the order presented:
	• Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause.
	• Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame.
	• Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell:
	`find / -name "core" -print`
	• Review all console messages by specifying the following path name:
	`/usr/adm/messages`
	If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1111 - Application is not LOADED: *application_name*	
Meaning	The specified application has been scheduled to start, but the scheduler process could not start it because it has not been loaded.
Default Severity	advisory
Action to Take	Go to the Application Management screen in the System Administration Interface and load the application.

1112 - Could not invoke *application*	
Meaning	The specified application could not be executed.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
1113 - Couldn't allocate memory for event	
Meaning	The CSC did not have the memory necessary to allocate an internal data structure. The CSC continues to run; however, the event is not scheduled.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used.

	• Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1114 - No more request IDs, event not scheduled.	
Meaning	The user has attempted to schedule more than 65535 events without any events being delivered.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Prompt Loading Facility (PLF) messages

1200 - Process Startup	
Meaning	The PLF process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
1201 - Process Shutdown	
Meaning	The PLF process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.

1202 - Unexpected mail: *xx* from path *yy*	
Meaning	A message was received by the PLF from a process that was not expected to send a message.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1203 - Unable to set up user interface	
Meaning	Data corruption has occurred in the user interface data area.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
1204 - Cannot open PLF queue: vpf error code=*xx*	
Meaning	Initialization failed on the queue for the PLF process.
Default Severity	fatal
Action to Take	Stop the software, and ensure that all queues have been removed. Super-user status may be required to do this.

1205 - Cannot open VRM queue: vpf error code=*xx*	
Meaning	Initialization failed on the queue for the VRM process.
Default Severity	fatal
Action to Take	Stop the software, and ensure that all queues have been removed. Super-user status may be required to do this.
1206 - Cannot open CLI queue: vpf error code=*xx*	
Meaning	Initialization failed on the queue for the CLI process.
Default Severity	fatal
Action to Take	Stop Symposium OPEN IVR, and ensure that all queues have been removed. Super-user status may be required to do this.
1207 - No appropriate reply handler for *xx*	
Meaning	This message occurs when someone selects a channel for use by the PLF and that channel is already running an application. If this is not the case, contact Nortel Customer Service.
Default Severity	minor
Action to Take	Select a different channel for use by the PLF.

System Administration Process (SAD) messages

1300 - Startup	
Meaning	The SAD process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
1301 - Shutdown	
Meaning	The SAD process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.

1302 - ERROR sending message to CLI: *command_name*	
Meaning	An internal error occurred while sending *command_name* to the CLI.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1303 - ERROR sending message to DBS: *command_name*	
Meaning	An internal error occurred while sending *command_name* to the DBS.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1304 - ERROR broadcasting message to clients: *command_name*	
Meaning	An internal error occurred while sending *command_name* to the SAI(s) that are running.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1305 - Message block allocation error...	
Meaning	The SAD cannot allocate the memory needed to contain the contents of messages to be sent to or received from other processes.
Default Severity	fatal
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`**

	• Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1306 - Error reading message queue. Code=*xx*	
Meaning	An error occurred during an attempt to retrieve a message from another process. The code number indicates the problem.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1307 - Message from unknown source. ID=*qq*	
Meaning	SAD received message from an unknown process with the IPC queue ID of *qq*.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1308 - Unknown CLI response: *reply_name*	
Meaning	The reply *reply_name* is not a response that the SAD can process.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1309 - Unknown DBS response: *reply_name*	
Meaning	The reply *reply_name* is not a response that the SAD can process.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **find / -name "core" -print** • Review all console messages by specifying the following path name: **/usr/adm/messages** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
1310 - INFO	
Meaning	Various informational messages from the SAD process.
Default Severity	advisory
Action to Take	None. Notification only.

1311 - ERROR	
Meaning	Various error messages from the SAD process resulting from illegal requests issued by the user through the SAI.
Default Severity	minor
Action to Take	Make sure that the correct applications are loaded and that the appropriate channels are assigned on the Application Management screen.
1312 - Error sending message to QDS: *command_name*	
Meaning	An internal error occurred while sending *command_name* to the QDS.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1313 - Bad User Function (errno=error_code): *user_function_name*	
Meaning	The user function indicated could not be started.
Default Severity	minor
Action to Take	Verify that the user function indicated in the `.exe` directory runs by invoking it from the command line as follows: **`user_func -i`** where *`user_func`* is the name of the executable user function.
1314 - Software Licensing Failure	
Meaning	Either a license failure occurred during the loading of an application or the AP software is no longer connected to the license server.
Default Severity	fatal
Action to Take	If the AP software loses its connection to the license server, contact your system administrator to determine the cause.
1315 - Invalid timer message received.	
Meaning	The SAD process received an invalid timer message.
Default Severity	advisory
Action to Take	None. Notification only.

Graphical System Monitor (XAI) messages

1400 - Process startup	
Meaning	The XAI process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
1401 - Process shutdown	
Meaning	The XAI process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.

1402 - Message block allocation error...	
Meaning	The XAI cannot allocate the memory needed to contain the contents of messages to be sent to or received from other processes.
Default Severity	fatal
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used.

	• Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1403 - Error reading message queue. Code=*number*	
Meaning	An error occurred during an attempt to retrieve a message from another process. The code number indicates the problem.
Default Severity	advisory
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1404 - Message from unknown source. ID=*qq*	
Meaning	XAI received a message from an unknown process with the IPC queue ID of *qq*.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1405 - Cannot open SAD queue: vpf error code=*ee*	
Meaning	The XAI could not establish a communication path with the SAD process. Error code *ee* indicates the cause of the problem. The XAI shuts down after writing this message to the Transaction Log.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
1406 - No appropriate reply handler for *command_code*	
Meaning	This message occurs when someone selects a channel for use by the XPM and that channel is already running an application.
Default Severity	major
Action to Take	Select a different channel for use by the XPM.

1407 - Unable to allocate memory	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
1408 - Call to msg_get_monitor_fd() failed	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
1409 - Unable to retrieve all socket file descriptors	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.

System Application Monitor Process (SAM) messages

1500 - Process Startup	
Meaning	The SAM process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
1501 - Process Shutdown	
Meaning	The SAM process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.

1502 - Couldn’t initiate link with CLI.	
Meaning	The SAM could not establish a communication path to the CLI. The SAM shuts down after writing the message to the Transaction Log.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1503 - Error sending message to CLI. Error=*ee* Msg=*mm*	
Meaning	An internal error occurred while sending the command to the CLI. Error code *ee* indicates the cause of the problem.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
1504 - Error receiving message Error=*ee*	
Meaning	An error occurred during an attempt to receive a message from another process. Error code *ee* indicates the cause of the problem.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.

1505 - Message from unknown source. ID=*qq*	
Meaning	SAM received a message from an unknown process with the IPC queue ID of *qq*.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Alternate Error Handling Process (UEH) messages

1600 - Process Startup	
Meaning	The UEH process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
1601 - Process Shutdown	
Meaning	The UEH process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.
1602 - Couldn’t initiate link with UEL	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.

1603 - Error receiving message Error=*ee*	
Meaning	An error occurred during an attempt to receive a message from another process. Error code *ee* indicates the cause of the problem.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1604 - Message from unknown source. ID=*qq*	
Meaning	UEH received a message from an unknown process with the IPC queue ID of *qq*.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1605 - Failed to open output file, default to /dev/null	
Meaning	The file name specified for the duplicate-error log through the System Configuration Manager cannot be opened. The data from the duplicate error log is not written to any destination.
Default Severity	minor
Action to Take	Verify that the file name specified for the "`Duplicate Error Log Path`" in the System Configuration Manager exists and can be written to.
1606 - Data being lost, check status of input device	
Meaning	This message should never be logged.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
1607 - Error executing user function *xx*	
Meaning	The command specified in the error message cannot be invoked. This command is executed as an action when an error of a particular severity level is encountered. This action is programmed through the severity file.
Default Severity	minor
Action to Take	Ensure that the specified command exists and can be executed from the UNIX shell. Specifically, include the path to the command in the action section of the severity file.
1608 - . . /tools/gmessage does not exist	
Meaning	The UEH process cannot log an error message to the `xconsole`.
Default Severity	major
Action to Take	Ensure that the tool `gmessage` exists in the `tools` directory of your AP software installation, and confirm that it is assigned execute privileges.

Graphical Prompt Manager (XPM) messages

1700 - Process Startup	
Meaning	The XPM process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
1701 - Process Shutdown	
Meaning	The XPM process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.
1702 - Unexpected mail: *xx* from path *yy*	
Meaning	A message was received from the XPM from a process that was not expected to send a message.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

1703 - Unable to set up user interface.	
Meaning	Data corruption has occurred in the user interface data area.
Default Severity	advisory
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1704 - Cannot open queue to self:vpf error code=*ee*	
Meaning	Initialization failed on the queue for the XPM process.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1705 - Cannot open VRM queue: vpf error code=*ee*	
Meaning	The XPM could not establish a communication path with the VRM process. Error code *ee* indicates the cause of the problem. The XPM shuts down after writing this message to the Transaction Log.
Default Severity	advisory
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1706 - Cannot open CLI queue: vpf error code=*ee*	
Meaning	The XPM could not establish a communication path with the CLI process. Error code *ee* indicates the cause of the problem. The XPM shuts down after writing this message to the Transaction Log.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1707 - No appropriate reply handler for command code	
Meaning	This message occurs when someone selects a channel for use by the PLF and that channel is already running an application.
Default Severity	advisory
Action to Take	Select a different channel in the PLF.

Terminal Resource Server (TRS) messages

1800 - Process Startup	
Meaning	TRS process has started up successfully.
Default Severity	advisory
Action to Take	None. Notification only.
1801 - Process Shutdown	
Meaning	TRS process has stopped successfully.
Default Severity	advisory
Action to Take	None. Notification only.
1802 - *specific information*	
Meaning	TRS is generating information about a specific action or event.
Default Severity	advisory
Action to Take	None.
1803 - Host communication has been lost	
Meaning	The connection with the host computer has been lost.
Default Severity	major
Action to Take	This is an acceptable message. TRS should reattach itself and execute the logout action template. A problem exists only if the host computer does not become active again.
1804 - Host communication has been reestablished	
Meaning	The connection with the host computer has been reestablished.
Default Severity	major
Action to Take	This is an acceptable message. Make sure all LUs reattach successfully.

1805 - TRS startup failure : *specific information*	
Meaning	TRS cannot start up and generates information that identifies the cause of the failure.
Default Severity	critical

Action to Take	Run TRS in checking mode — `trs -c` — which lists the specific startup problem. Usually, this is an error in one of the following files:
	`trs.conf`
	`trs.sdf`
	`lubuf.dat`
	or in one of the screen or action templates.
	Correct the configuration problem, and then reset Symposium OPEN IVR. The `trs.startup` file indicates that everything has started successfully. The last message should display the total number of sessions that have been started:
	`Total active sessions for 3270=n`
	If *n* is not the number configured in `trs.conf`, contact Nortel Customer Service.

1806 - Startup complete : *specific information*	
Meaning	TRS has started up, displaying the total number of active sessions.
Default Severity	advisory
Action to Take	Check the number of active sessions. Ensure that the number matches the total defined in the `$VOICE_HOME/3270/trs.conf` file. If the numbers do not agree, capture `$VOICE_HOME/3270/trs.conf`, and contact Nortel Customer Service.

1807 - Memory allocation failure : *specific information*	
Meaning	TRS has run out of memory space and displays information about the situation.
Default Severity	critical
Action to Take	Note the additional information, and contact Nortel Customer Service.
1808 - TRS configuration error : *specific information*	
Meaning	TRS identifies a configuration error and displays information about the situation. `Startup` is complete, but TRS does not establish host connections.
Default Severity	critical
Action to Take	The specific information field of the message indicates which file caused this error. Correct the problem, and reset Symposium OPEN IVR.
1809 - Received an invalid request from the TRS server	
Meaning	TRS received an unknown message from another process.
Default Severity	critical
Action to Take	Capture `$VOICE_HOME/log.d/event.log` and `$VOICE_HOME/msg.d/error/trs`, and then contact Nortel Customer Service.

1810 - CH=*xx* Illegal command	
Meaning	TRS received an illegal command from another process.
Default Severity	critical
Action to Take	Capture `$VOICE_HOME/log.d/event.log` and `$VOICE_HOME/msg.d/error/trs`, and then contact Nortel Customer Service.
1811 - Invalid aid key specified	
Meaning	The aid key specified in the screen template is not valid. In this case, the system uses the <Enter> key as the aid key.
Default Severity	minor
Action to Take	Define a valid aid key.
1812 - No match found for field id	
Meaning	The field identification defined in the screen template could not be found in the presentation space, or perhaps an unexpected screen was encountered.
Default Severity	minor
Action to Take	Revise the screen template so that it contains a valid field descriptor, or define a new screen template, if necessary.

1813 - Received a service abort from : *specific information*	
Meaning	The TRS envoy process receives a message indicating that the TRS server is exiting.
Default Severity	minor
Action to Take	This is a normal message when TRS, running in server mode, is brought down.
1814 - Session index *number* is invalid	
Meaning	The session number is invalid.
Default Severity	major
Action to Take	Check the `trs.conf`, `map.dat`, and `lubuf.dat` files for inconsistencies, correct the problems, and then retry.
1815 - TRS Ping failed	
Meaning	The heartbeat action template was missing or incorrectly specified in the `trs.conf` file.
Default Severity	major
Action to Take	Revise the `trs.conf` file so that the heartbeat field has the correct syntax, or add an action template for the `ping` sequence.
1816 - A request for channel *number* is already being processed	
Meaning	The last COMO cell did not retrieve all the output buffers from TRS.
Default Severity	critical
Action to Take	Place a COMA cell in the cleanup handler section of the application to ensure that all output buffers are flushed when the caller hangs up in the middle of a transaction. There should always be a COMO cell(s) after a COMI cell(s), even though no output from the host is expected. The COMO cell(s) retrieves a status indicating a successful or unsuccessful transaction.

1817 - TRS transaction error	
Meaning	TRS was unable to complete this transaction.
Default Severity	major
Action to Take	Review the `$VOICE_HOME/3270/trs.log` to identify the cause of the error. Please contact Nortel Customer Service.
1818 - Request does not contain a valid action name	
Meaning	The action template name in the COMI cell was not found under the `3270` directory.
Default Severity	minor
Action to Take	Check the application to be sure the action template name is correct, and check the `3270` directory to be sure the action template file exists.
1819 - TRS application group not ready yet	
Meaning	Express user not started.
Default Severity	critical
Action to Take	Start Express, using the `vtekhost_adm` script, before starting Symposium OPEN IVR.

1820 - Not working, manual mode	
Meaning	TRS was not able to attach this session.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1821 - TRS generic HLLAPI error : *xx*	
Meaning	An error occurred while trying to perform a read or write to the host. The text identifies which action was being attempted.
Default Severity	minor
Action to Take	Look for a corresponding `trsc` message (2107), and follow the instructions defined for that message.
1822 - TRS syntax error	
Meaning	TRS encounters a syntax error during processing.
Default Severity	minor
Action to Take	Review the `$VOICE_HOME/3270/trs.log` to identify the cause of the error.
1823 - TRS invalid buffer size : *xx*	
Meaning	The field extracted from the host screen is larger than the output buffer supplied by the COMO cell.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

1824 - TRS-TRSC communication error	
Meaning	The communication path between TRS and TRSC is down.
Default Severity	critical
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Database Editor Command Line Messages (SDE) messages

1900 - Error: Do Import and Export separately	
Meaning	Import and export flag are detected in the same command line.
Default Severity	advisory
Action to Take	Do import and export from separate command lines.
1901 - DB name is missing. Usage -n *databasename*	
Meaning	Name flag `-n` is missing. `-n` is required when any of `-c`, `-i`, or `-e` is detected.
Default Severity	advisory
Action to Take	Add `-n` flag followed by the database name: ***`-n databasename`***
1902 - No DB name is specified. Usage -n *databasename*	
Meaning	`-n` is detected, but no database name follows.
Default Severity	advisory
Action to Take	Give the database name immediately after the `-n` flag.
1903 - Parse record failed	
Meaning	The `parse_record` function returned a fail. The database record number may be invalid.
Default Severity	advisory
Action to Take	Check the record number in the file you are trying to import and ensure that the data is correct, or contact Nortel Customer Service.

1904 - File name missing. Usage -e [filename] -n [dbname]	
Meaning	Export flag `-e` is detected, but no file name follows.
Default Severity	advisory
Action to Take	Specify a file name (can specify with path) immediately after the flag `-e`.
1905 - File name missing. Usage -i [filename] -n [dbname]	
Meaning	Import flag `-i` is detected, but no file name follows.
Default Severity	advisory
Action to Take	Give a file name (can specify with path) immediately after the flag `-i`.
1906 - Unable open file: *filename*	
Meaning	File filename cannot open.
Default Severity	advisory
Action to Take	Check the existence or permission of the file *`filename`*.
1907 - Request Buffer failed	
Meaning	The `create_buffer_request` function returned a failure status. The record number may be invalid.
Default Severity	advisory
Action to Take	Check the record number, and contact Nortel Customer Service.
1908 - Invalid DB type. Usage -t [i | m]	
Meaning	Database type flag `-t` detected, but the type that follows is invalid.
Default Severity	advisory
Action to Take	Give type `I`, `i`, `M`, or `m` to specify information or message database type immediately after `-t`.

1909 - DB type missing. Usage -t [i | m]	
Meaning	The create flag is detected, but no type is specified.
Default Severity	advisory
Action to Take	Add the type to specify information or message database type.
1910 - Digits missing. Usage -d [number (4 - 5)]	
Meaning	The create flag is detected, but no significant digits are specified.
Default Severity	advisory
Action to Take	Enter either 4 or 5 significant digits.
1911 - Error modifying: msg	
Meaning	There is an error in modifying the database.
Default Severity	advisory
Action to Take	Check `msg`, and contact Nortel Customer Service.
1912 - Invalid format! Usage: -f [csv | internal]	
Meaning	A format flag is detected, but the format that follows is invalid.
Default Severity	advisory
Action to Take	Give either internal or CSV format immediately after `-f`.
1913 - Missing format! Usage: -f [csv | internal]	
Meaning	An export flag or import flag is detected, but no format is specified.
Default Severity	advisory
Action to Take	Add flag `-f` and give either the internal or CSV format.

1914 - msg	
Meaning	`Dynamic msg` will pass in. Most of these messages are a violation of the command input such as "`database does not exist`." Others include "`record number invalid`" or "`internal problems`."
Default Severity	advisory
Action to Take	Check the databases or files specified in the messages, check the file format, or contact Nortel Customer Service.
1915 - The SDE failed to read the string token file.	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
1916 - The SDE was unable to initialize the message queue.	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
1917 - The SDE could not establish a communications path with the LOG process.	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

1918 - The SDE could not establish a communications path with the DBS process.	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
1919 - There is already a System Database Editor process running on the system.	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

Call Logic Interpreter Statistics (CLI_S) messages

2000 - CLI_S Startup	
Meaning	The CLI_S process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
2001 - CLI_S Shutdown	
Meaning	The CLI_S process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.
2002 - Unable to generate Cell Array for : *filename*	
Meaning	The CLI_S cannot allocate memory necessary for holding cell information. It needs this to generate call statistics. Limited statistics are generated if this message occurs.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2003 - Unable to allocate Application Block for : *filename*	
Meaning	The CLI_S cannot allocate memory necessary for holding application information. It needs this to generate call statistics. No statistics are generated if this message occurs.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`**

	• Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
2004 - Unable to allocate Application Header	
Meaning	The CLI_S cannot allocate the memory necessary to read in the header portion of the application. It needs this information in order to generate call statistics. No statistics are generated if this message occurs.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2005 - File is NOT a valid VPF Application File : *filename*	
Meaning	The application that was requested to be loaded is of questionable origin. It must be produced with the Application Editor to be tagged with the proper identifiers. Limited statistics are generated if this message occurs.
Default Severity	major
Action to Take	Edit the application with the current version of the Application Editor.
2006 - Unable to read Offset Table	
Meaning	The CLI_S is unable to read the portion of the application file that contains the cell table and the offset to the portions of the file that contain the modifiers for each of the cells. Limited statistics are gathered if this message occurs.
Default Severity	major
Action to Take	Edit the application with the current version of the Application Editor and save the new version. This confirms that the application has not been corrupted or made obsolete.
2007 - Unable to read modifier for app: *filename*	
Meaning	The CLI_S is unable to read the cell number, cell name, or cell comment from the application file. Limited statistics are generated if this message occurs.
Default Severity	major
Action to Take	Edit the application with the current version of the Application Editor and save the new version. This confirms that the application has not been corrupted or made obsolete.

2008 - Unable to open Application File : *filename*	
Meaning	The CLI_S cannot read the file that contains the application. This may be because the file is empty or has improper file permissions set.
Default Severity	major
Action to Take	Verify that the file exists, that it is not empty, and that the protections are set to allow reading.
2009 - Unable to read Application File : *filename*	
Meaning	The CLI_S cannot read the file that contains the application. The file may have been corrupted or has improper file permissions set.
Default Severity	major
Action to Take	Verify that the permissions on the file are set to allow reading. Edit the file with the current version of the Application Editor and save the file again.
2010 - Unable to read stats File : *filename*	
Meaning	The CLI_S cannot read the file that contains the statistics for running applications. The file may have been corrupted or has improper file permissions set. No statistics are generated if this message occurs.
Default Severity	minor
Action to Take	Verify that the permissions on the file `audit_stat.d` in the `stat.d` directory are set to allow reading and writing.

2011 - Unknown CLI_S command : *command_number*	
Meaning	The CLI_S has received the indicated command, but is unable to recognize it.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

2012 - Error establishing communications with CLI	
Meaning	The CLI_S cannot open an IPC message queue to the CLI. No statistics are generated if this message occurs.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

2013 - Error sending message to the CLI: *cc*	
Meaning	An internal error occurred while sending the command to the CLI.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

2014 - Error reading message queue. Code=*xx*	
Meaning	An error occurred while attempting to retrieve a message from another process. The code number indicates the problem.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

2015 - No application info available for id=*xx*	
Meaning	The CLI_S has no information for the application indicated by the `id.` No statistics are generated if this message occurs.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

2016 - Error reading system info errno=*xx*	
Meaning	The CLI_S process cannot read the system configuration file `sysgen.d` in the `sys_files` directory. The file could be corrupted or has improper file permissions set. Limited statistics are generated if this message occurs.
Default Severity	major
Action to Take	Verify that the protections on the file are set to allow reading and writing. Also select the Configuration Management option from the System Administration icon on the Control Panel. This verifies that the file is not corrupt.
2017 - Can't back up call statistics to: *filename*	
Meaning	The CLI_S could not service a request to back up the file `audit_stat.d` in the `stats.d` directory to the file named in the message. The backup file indicated could have the improper file permissions set.
Default Severity	minor
Action to Take	1 Verify that the user of the Symposium OPEN IVR account has read and write permissions for the directory where the backup file will be located. 2 Also verify that the `audit_stat.d` file exists in the `stat.d` directory. 3 Also make sure that the tool `statsbkup` is run from the `tools` directory.
2018 - Can't reset call statistics file	
Meaning	The CLI_S process could not reset the `audit_stat.d` statistics file in the `stat.d` directory.
Default Severity	minor
Action to Take	Verify that the `audit_stat.d` file has read and write permissions set. If the reset command was issued through the `rstat tool`, make sure it is run from the `tools` directory.

2019 - Can't resize call statistics file	
Meaning	The CLI_S process could not update the `max records` field of the `audit_stat.d` statistics file in the `stat.d` directory.
Default Severity	minor
Action to Take	Verify that the `audit_stat.d` file has read and write permissions set. If the resize request was issued through the `exp` tool, make sure it is run from the `tools` directory.

2020 - Failed to create socket errno=*xx*	
Meaning	The CLI_S process could not establish a socket link to the CLI. No statistics are generated if this message occurs.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

2021 - Failed to bind socket errno=*xx*	
Meaning	The CLI_S process could not establish a socket link to the CLI. No statistics are generated if this message occurs.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

2022 - Failed to accept socket errno=*xx*	
Meaning	The CLI_S process could not establish a socket link to the CLI. No statistics are generated if this message occurs.
Default Severity	fatal
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Terminal Resources Server Child Process (TRSC) messages

2100 - Process Startup	
Meaning	The TRSC process is starting up.
Default Severity	advisory
Action to Take	None. Notification only.
2101 - Process Shutdown	
Meaning	The TRSC process is shutting down.
Default Severity	advisory
Action to Take	None. Notification only.
2102 - Initialization TRSC error	
Meaning	The TRSC cannot open service to TRS.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
2103 - Initialization TRS LOGGER error	
Meaning	The TRSC cannot open service to TRSL.
Default Severity	fatal
Action to Take	Issue `ps -ef | grep "trs"` to determine whether the `trsl` has terminated prematurely. If so, search for the core file `$VOICE_HOME/exe`, and then capture `$VOICE_HOME/3270/trs.log`. If `trsl` is running, it is possible that this child process started before the `trsl` process, and, therefore, was not able to attach. There will be no information for this `trsc` process in `trs.log`; however, everything else should function normally.

2104 - Process has detected a prog400 error	
Meaning	`Prog400` message detected by Express HLLAPI layer. These are “Program Failure” errors. The most common cause of this message is that a user has attempted to write data to a protected area or screen. This usually indicates that the templates need to be fixed or that the applicaton received an unexpected screen.
Default Severity	fatal
Action to Take	Check your templates. • Ensure that the template includes screen templates for all screens received from the host. • Ensure the templates are correct. If this message persists after you have taken these suggested corrective actions, contact Nortel Customer Service.
2105 - Writing input or set cursor failure	
Meaning	TRSC was unable to write a COMI buffer to the host or the set of cursor operator failed. This could be an attempt to write to a protected area of the host screen.
Default Severity	minor
Action to Take	Verify that the location on the screen that is being written to is not a protected area.

2106 - TRSC was unable to send message to TRS	
Meaning	The communication path between TRS and TRSC is down.
Default Severity	critical
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
2107 - TRSC Hllapi error : *xx*	
Meaning	Error returned by the Express HLLAPI layer.
Default Severity	minor
Action to Take	Record the complete message, and contact Nortel Customer Service.

2108 - TRSC Malloc error : *xx*	
Meaning	TRSC ran out of internal storage space.
Default Severity	critical
Action to Take	Record the complete message, and contact Nortel Customer Service.

Generic SQL Data Server (GDS, IDS, ODS, FDS, SDS) messages

2200 - Process Startup	
Meaning	The GDS process has been started.
Default Severity	advisory
Action to Take	None. Notification only.
2201 - Process Shutdown	
Meaning	The GDS process has been stopped.
Default Severity	advisory
Action to Take	None. Notification only.

2202 - IPC Link Fail (merror=MM, errno=NN): *processname*	
Meaning	An attempt to connect to the Symposium OPEN IVR process *processname* has failed. The message library error is MM and the UNIX error is NN.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **find / -name “core” -print** • Review all console messages by specifying the following path name: **/usr/adm/messages** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

2203 - IPC Send Fail (merror=*MM*, errno=*NN*): *processname*	
Meaning	An attempt to send a message to the Symposium OPEN IVR process *processname* has failed. The message library error is MM and the UNIX error is NN.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
2204 - Error sending message to QDS. Error=*xx*, CMD=*yy*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2205 - IPC partial Receive: Command=*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2206 - Illegal Command Received. (Cmd=*cc*, src=*xx*)	
Meaning	An illegal command was sent to the GDS.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

2207 - Message from unknown source. Qid=*xx*	
Meaning	A command was sent from an unknown client.
Default Severity	major
Action to Take	None. The command is ignored.
2208 - Open DB : *dbname* (user=*username*)	
Meaning	The GDS has successfully connected to the database specified as the specified user.
Default Severity	advisory
Action to Take	None. Notification only.
2209 - Close DB : *dbname*	
Meaning	The GDS has disconnected from the database.
Default Severity	advisory
Action to Take	None. Notification only.
2210 - Ingres ErrCode=*xx*	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2211 - Oracle error: *error*	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

2212 - Can't allocate memory: SqlConnect	
Meaning	Cannot allocate the necessary memory as part of the internal initialization.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously.

	Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
2213 - GDS_EMPTY	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

2214 - Internal Error: *information*	
Meaning	An unusual condition has occurred.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
2215 - Open Error: *database*	
Meaning	A connect request failed.
Default Severity	major
Action to Take	Turn database tracing on and inspect the command-specific RDMBS results for the CONNECT request.

2216 - User Authentication failed for user	
Meaning	The username and password supplied for Ingres DBMS access did not match the UNIX OS username and password.
Default Severity	minor
Action to Take	Supply a correct set. Try logging in as the supplied user with the supplied password. If you are still unsuccessful, please Nortel Customer Service.
2217 - Close Error: *database*	
Meaning	An attempt to close a database that was not successfully opened occurred.
Default Severity	major
Action to Take	None. Notification only.
2218 - Session Lock Failure	
Meaning	The DBMS-specific locking behavior could not be set.
Action to Take	Turn on GDS tracing and examine commands being executed. Then contact Nortel Customer Service.
2219 - Setting Autocommit failed: *setting*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

The following five error messages are usually the result of SQL cells that have not been properly constructed. The RDBMS text of the error message follows the error number.

2220 - ERR (*xx*):	
Meaning	Fetch error.
Default Severity	minor
Action to Take	Turn on tracing and contact Nortel Customer Service.
2221 - ERR (*xx*):	
Meaning	Open cursor error.
Default Severity	minor
Action to Take	Turn on tracing and contact Nortel Customer Service.
2222 - Syntax Error (*xx*):	
Meaning	This is a prepare error for QSEL and QCNT. This usually results when a column referred to does not exist in a given table. Also, incorrect table names can cause this error.
Default Severity	minor
Action to Take	Verify that the SQL statement is correct. Turn on tracing, and examine the full text of the RDBMS error message. If you still see this message after verifying your statements, then contact Nortel Customer Service.
2223 - Illegal columns (*xx*):	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2224 - ERR (*xx*):	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2225 - ERR (*xx*):	
Meaning	Execute immediate error QINS, QDEL, QUPD. This error usually occurs when a column is referred to, but it does not exist in a given table.
Default Severity	minor
Action to Take	Verify that the SQL statement is correct. Turn on tracing, and examine the full text of the RDBMS error message. If you still see this message after verifying your statements, then contact Nortel Customer Service.
2226 - SELECT ERR: Expect *xx* Columns when *xx* exist	
Meaning	Internal Error.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame.

	• Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
2227 - Unknown Datatype=*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2228 - Truncated Column to *xx* from *yy*:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2229 - Deadlock Detected	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2230 - Prior Transaction left incomplete. Rolling back.	
Meaning	Internal error.
Default Severity	major
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
2231 - Appl Query Trace Enabled: filename	
Meaning	The GDS provides trace information in the specified file.
Default Severity	minor
Action to Take	None. Notification only.

2232 - Appl Query Trace Disabled	
Meaning	The QDS has stopped tracing information.
Default Severity	minor
Action to Take	None. Notification only.
2233 - Extended Diags Enabled:	
Meaning	The GDS provides detailed diagnostics in the specified file.
Default Severity	minor
Action to Take	None. Notification only.
2234 - Extended Diags Disabled	
Meaning	The GDS has stopped providing detailed diagnostics.
Default Severity	minor
Action to Take	None. Notification only.
2235 - Statement Affected No Rows	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2236 - Caught Unix Signal *xx* in Function:	
Meaning	An erroneous UNIX signal has been trapped by the GDS.
Default Severity	fatal
Action to Take	The GDS exits on its own.

2237 - Operation Successful:	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2238 - Oracle Warning:	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2239 - Statement has retrieved last row	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

System Administration Script Executor (SASE) messages

2300 - SASE: Startup	
Meaning	The SASE process is started.
Default Severity	advisory
Action to Take	None.
2301 - SASE: Shutdown	
Meaning	The SASE process is stopped.
Default Severity	advisory
Action to Take	None. Notification only.
2302 - SASE: Running script	
Meaning	Tells that a script is running.
Default Severity	advisory
Action to Take	None. Notification only.

Terminal Resource Server Logger Process (TRSL) messages

2400 - TRS Logger Startup	
Meaning	The TRSL process is starting up.
Default Severity	advisory
Action to Take	None. Notification only.
2401 - TRS Logger Process Shutdown	
Meaning	The TRSL process is shutting down.
Default Severity	advisory
Action to Take	None. Notification only.
2402 - Initialization TRSL Logger failure	
Meaning	The TRSL cannot open service to TRS.
Default Severity	fatal
Action to Take	Issue `ps -ef | grep "trs "` to determine whether the TRS process teminated prematurely. Search for the core file in `$VOICE_HOME/exe`, and capture `$VOICE_HOME/3270/trs.log`. Then contact Nortel Customer Service.
2403 - Failed to connect to the Symposium OPEN IVR Logger	
Meaning	TRSL cannot open service to the Event Logger process.
Default Severity	fatal
Action to Take	Issue `ps -ef | grep "trs "` to determine whether the VRTD process teminated prematurely. Search for the core file in `$VOICE_HOME/exe`, and capture `$VOICE_HOME/3270/trs.log`. Then contact Nortel Customer Service.

SNMP Trap Generator (TrapGen Process) messages

2500 - Process Started	
Meaning	The trapGen process is successfully started.
Default Severity	advisory
Action to Take	None. Notification only.
2501 - Process Stopped	
Meaning	The trapGen process is successfully shut down.
Default Severity	advisory
Action to Take	None. Notification only.
2502 - trapGen Informational messages : %s	
Meaning	The trapGen process provides general messages.
Default Severity	fatal
Action to Take	None. Notification only.
2503 - Process startup failure	
Meaning	The trapGen process failed to start.
Default Severity	fatal
Action to Take	Supplementary information is generated that identifies the specific problem. Refer to the action listed under the related message in this guide.

2504 - File netmgmt.conf not found	
Meaning	The configuration file used by `trapGen`, `netmgmt.conf`, cannot be found. If you are using SNMP and you see this message, event processing does not occur. If you are not using SNMP, you can safely ignore this message.
Default Severity	fatal
Action to Take	Create a configuration file that contains the correct syntax. Then stop and restart the AP software to initiate event processing.
2505 - Initialization processing failure	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
2506 - Net mgmt failed : incorrect num parms	
Meaning	The configuration file used by `trapGen`, `netmgmt.conf`, contains either too few or too many fields. Event processing does not occur.
Default Severity	fatal
Action to Take	Create a configuration file that contains the correct number of fields. Then stop and restart the AP software to initiate event processing.
2507 - Net mgmt failed : incorrect syntax	
Meaning	The syntax in one of the fields (one of the destination address, retry, or timeout fields) contains incorrect or invalid characters. Event processing does not occur.
Default Severity	fatal
Action to Take	Create a configuration file that contains the correct syntax. Then stop and restart the AP software to initiate event processing.

2508 - SNMP send failed : *xx*	
Meaning	An attempt to send an SNMP event to the designated destination failed. `TrapGen` no longer sends events.
Default Severity	fatal
Action to Take	Stop and restart the AP software to start event processing.

Disk Mirroring (STAR) option messages

2615 - Process Startup	
Meaning	The process has started successfully.
Default Severity	advisory
Action to Take	None. Information only.
2616 - Process Shutdown	
Meaning	The process has shut down successfully.
Default Severity	advisory
Action to Take	None. Information only.
2617 - Mirror online	
Meaning	The mirror is active, and all data is accessible.
Default Severity	major
Action to Take	None. Information only.
2618 - Mirror broken	
Meaning	A disk failure has occurred. One of the disks in the mirror is inaccessible. The STATE/STATE will represent the current state of each side of the mirror. For more information, see “Mirror flags” on page 6-5.
Default Severity	major
Action to Take	For a description of the different states of the mirror, see “Mirror flags” on page 6-5. This section also describes the actions necessary to recreate the mirror.

2619 - Mirror recovering	
Meaning	This is a normal message that identifies the status of a mirror undergoing a regeneration. Data is being copied from the ACTIVE side of the mirror to the side marked as REGEN. While this is taking place, full access to the system is allowed. The regeneration process runs in the background only when there are no disk writes pending. This process runs even if the initiating user logs off the machine.
Default Severity	major
Action to Take	Verify that a `Mirror regained` message is logged when the restoration is complete.
2620 - Mirror regained	
Meaning	Data on the mirror has been restored successfully. The mirror is active, and all data is accessible
Default Severity	major
Action to Take	None. Information only.
2621 - No mirroring s/w, status check not possible	
Meaning	The Western Micro Technology software is not installed on the system and, therefore, the status of the mirror cannot be verified. Specifically, the `etc/mirror` file was not found.
Default Severity	major
Action to Take	Install the Western Micro DMX mirroring software.

2622 - Timer validation error	
Meaning	The timer expired message received by the star process was not for the timer started by the process. If this error continues, the status of the mirror will not be checked properly.
Default Severity	major
Action to Take	From the **`/sci`** menu, type the following command: **`/sci> reset`** If the problem persists, contact Nortel Customer Service.
2623 - Queue Write to PSM error=*xx*	
Meaning	A message cannot be sent to the `sm.` process on the machine. The AA Disk Error Reply message is not generated. This error indicates that a problem has occurred involving communication between processes on the machine.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: **`/sci> reset`** If the problem persists, contact Nortel Customer Service.
2624 - Unexpected Command	
Meaning	An unexpected and unrecognized command was received by the `star` process.
Default Severity	major
Action to Take	This error does not have an impact on the functionality of the `star` process. However, if this problem persists, it may mean that there is something seriously wrong with the MRS software as a whole. If this problem persists, contact Nortel Customer Service.

2625 - Cannot verify status of nirror, no license	
Meaning	The status of the mirror is not verified because a license for disk mirror does not exist in the `license.dat` file.
Action to Take	Review the Event Log, and verify that the connection to the License Manager was successful. Look for the following message: `Connection to License Srvr Established` If this message does not appear in the Event Log, then resolve the problem with the License Manager first. For folded systems, invoke the Software Configuration Manager to verify that `STAR Disk Mirroring Support` is set to **`NO`**. Once this is verified, it will be necessary to obtain a license file that has a license for disk mirroring. To obtain an updated license file, contact Nortel Customer Service.
2626 - Error checking mirror status	
Meaning	An error was encountered while checking the status of the mirror, and the status will not be reported properly.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: **`/sci> reset`** If the problem persists, contact Nortel Customer Service.

Automated Speech Recognition Process (USR) messages

2700 - Process Startup	
Meaning	The Automated Speech Recognition process is successfully started.
Default Severity	advisory
Action to Take	None. Notification only.
2701 - Process Shutdown	
Meaning	The Automated Speech Recognition process is successfully shut down.
Default Severity	advisory
Action to Take	None. Notification only.
2702 - USR_MSG: *message*	
Meaning	The USR process provides general messages.
Default Severity	advisory
Action to Take	None. Notification only.
2803 - Error reading message queue. Code=*xx*	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
2800 - Process Started	
Meaning	The Automated Speech Recognition process is successfully started.
Default Severity	advisory
Action to Take	None. Notification only.

2801 - Process Stopped	
Meaning	The Automated Speech Recognition process is successfully shut down.
Default Severity	advisory
Action to Take	None. Notification only.
2802 - USR_MSG: *message*	
Meaning	The USR process provides general messages.
Default Severity	advisory
Action to Take	None. Notification only.
2803 - Error reading message queue. Code=*xx*	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.

In addition, all of the following messages belong to the USR process.	
Unknown function code: *xx*	
Meaning	Unknown request.
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Unknown result format	
Meaning	Unrecognized tag.
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Cannot send message to the VXCC process	
Meaning	Unable to send a message to the VXCC process.
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
Result string truncated	
Meaning	The length of the string received from the recognizer exceeded the maximum length allowed. The ASR process truncated this string before post processing.
Action to Take	None. Notification only.

Result string truncated > MAX_BUF_SIZE	
Meaning	The length of the string received from the recognizer exceeded the maximum length allowed. The ASR process truncated this string after post-processing.
Action to Take	None Notification only.
No post-process for function code: *xx*, channel: *yy*	
Meaning	Unknown response from the VXCC process.
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Failed to connect to the VXCC process	
Meaning	Unable to establish a connection to the VXCC process.
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

ASR initialization failed	
Meaning	The ASR process is not ready.
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Channel *xx* from CLI beyond max channel range *yy*.	
Meaning	Message from CLI. The channel number exceeds the maximum allowable channel range.
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Possible loss of data	
Meaning	Message exceeds maximum data space allowed.
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Channel *xx* from VXCC beyond max channel range *yy*.	
Meaning	Message from VXCC. The channel number exceeds the maximum allowable channel range.
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Error: unable to get results, command failed.	
Meaning	Unable to retrieve results from the recognizer, causing the command to fail.
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Error: unable to set params, command failed.	
Meaning	Unable to set parameters.
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

***ss* (*xx*) for *cc* (*yy*) on chan (*zz*)**	
Meaning	*ss* is a string representing the command status. *xx* is the integer value of the status. *cc* is the command string. *yy* is the Hex value for the command. *zz* is a channel number. This message is used to indicate when a command to a MRS could not be delivered.
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name “core” -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

cc* (*xx*): unexpected on chan *yy	
Meaning	*cc* is the command string. *xx* is the Hex value for the command. *yy* is a channel number. ASR received an unexpected message.
Action to Take	Follow the suggested actions in the order presented: • Review the log files and identify problems that occurred immediately prior to the notification of this error. Resolve the problems listed in the log file, with the intent of identifying the root cause. • Review all changes to the system configuration, which includes changes to the following: UNIX system, hardware, AP software, user functions, and ancillary software. In addition, review the content of the application of characteristics of incoming phone calls during this time frame. • Identify core files on the system (that is, program memory dumps) created in the same time frame by entering the following command as root from a UNIX shell: **`find / -name "core" -print`** • Review all console messages by specifying the following path name: **`/usr/adm/messages`** If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

Web Interface Process (WIP) messages

2900 - Process Startup	
Meaning	The WIP process is started.
Default Severity	advisory
Action to Take	None. Notification only.
2901 - Process Shutdown	
Meaning	The WIP process is stopped.
Default Severity	advisory
Action to Take	None. Notification only.
2902 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* - Bad Call Flow Message	
Meaning	An unexpected message is received.
Default Severity	major
Action to Take	This reply is not necessarily indicative of an error condition. However, if this condition is detected in conjunction with other problems, contact Nortel Customer Service, and include this information in your report.

2903 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* - Illegal State	
Meaning	Data is corrupted in the channel control block for the indicated channel.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2904 - CH=*xx* ST=*yy* SS=*zz* CMD=*cc* VRM msg - Bad State	
Meaning	A message from the VRM is received in a state where messages should not be generated.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2905 - CH=SYS CMD=*cc* - Bad Channel Number	
Meaning	A command is directed to a channel. The number of the channel exceeds the number of channels supported by your Web server.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2906 - CH=SYS CMD=*cc* - Unexp Msg	
Meaning	The WIP received a request on an unsupported system channel.
Default Severity	critical
Action to Take	Please contact Nortel Customer Service.
2907 - CH=SYS CMD=*cc* - Rcvd open while opening sys	
Meaning	This reply relates to the software code and does not pertain to the user.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2908 - CH=SYS CMD=*cc* - Illegal Channel Close	
Meaning	This reply relates to the software code and does not pertain to the user.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2909 - No Buffers available	
Meaning	Buffers are not available in the WIP for the current transaction.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
2910 - CH=*xx* CMD=*cccc* - NULL POINTER	
Meaning	The command cccc is sent to channel *xx*, and channel *xx* is not a legal channel.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2911 - CH=*xx* - Message buffer has been truncated	
Meaning	The size of the maximum message is exceeded. AP software ignores information that exceeds the maximum size of the message buffer.
Default Severity	advisory
Action to Take	Contact Nortel Customer Service, and provide the complete description of the error message.
2912 - Error reading system info errno nn	
Meaning	The WIP cannot open the system configuration file.
Default Severity	major
Action to Take	Verify that the file `sysgen.d` exists in the following location: `$VOICE_HOME/sys_files` Ensure that file permissions are set correctly.
2913 - MRS *nn* is not configured for the Web	
Meaning	The WIP cannot locate an MRS identified as MRSWEB.
Default Severity	advisory
Action to Take	Check the system configuration to ensure that the MRS type is configured as MRSWEB.
2914 - System config exceeds maximum allowed trunks tt	
Meaning	The Web VRM configuration exceeds the maximum number of trunks allowed. The maximum number allowed is 196.
Default Severity	minor
Action to Take	Reconfigure the Web MRS for fewer trunks.

2915 - System info indicates tt trunks configured	
Meaning	This informational message indicates the number of trunks specified in the file `sysgen.d`.
Default Severity	advisory
Action to Take	None. Notification only.
2916 - No Channels available for connection	
Meaning	All configured channels are full. The request for a channel is rejected.
Default Severity	advisory
Action to Take	None. If the problem persists, reconfigure the Web MRS to include additional trunks; do not exceed the maximum number of trunks allowed. If the problem continues and you reach the maximum number of trunks, consult Nortel Customer Service.
2917 - Invalid Application Id	
Meaning	The WIP cannot detect an application name from the Input dictionary, or the name exceeds the maximum number of characters allowed.
Default Severity	advisory
Action to Take	Ensure that the Web page includes a hidden field, `applicationid`, that is set to the name of the IVR application. This name must be the same name as the application that is loaded with the Application Manager. Do not include the `.vpf` extension.
2918 - Malloc of nn trunk pointers failed	
Meaning	An internal system error occurred.
Default Severity	advisory
Action to Take	Consult Nortel Customer Service.

2919 - Missing port information for WIP service	
Meaning	A port number has not been assigned to the WIP service.
Default Severity	advisory
Action to Take	A WIP entry should exist in the `/etc/services` file after a successful AP software install. If this is missing, add the following to the bottom of the file: **`wip 7001/tcp`** If the problem persists, contact Nortel Customer Service.
2920 - Data exceeds maximum characters allowed. Data truncated.	
Meaning	Data retrieved from the Input dictionary exceeds the maximum size allowed. The maximum data size allowed is 256 characters.
Default Severity	minor
Action to Take	This reply is not indicative of an error condition. The GDAT cell is unable to retrieve data larger than the maximum size allowed. The data stored in the corresponding GDAT buffer is truncated to the maximum size.
2921 - Unable to reserve license for Web Option.	
Meaning	You are not licensed to run the AP software Web Option.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2922 - Software Licensing Failure	
Meaning	The process received an invalid timer message.
Default Severity	major
Action to Take	None. Notification only.

Runtime Daemon (VRTD) messages

9020 - RSP was not started:	
Meaning	Symposium OPEN IVR is not successfully started.
Default Severity	fatal
Action to Take	This message is usually preceded by a message that indicates the type of failure that occurred. Refer to the message definitions for additional information.
9021 - TSP was not started:	
Meaning	Either a license failure occurred during the loading of the application, or Symposium OPEN IVR lost its connection to the license server.
Default Severity	fatal
Action to Take	If a license failure occurs, refer to the error messages for the Software License Manager. If Symposium OPEN IVR loses its connection to the license server, contact your system administrator to determine the cause.
9022 - License manager:	
Meaning	Information on this error message is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
9022 - License manager:	
Meaning	Information on this error message is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

9023 - Process terminated abnormally:	
Meaning	Information on this error message is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
9024 - Process didn't start	
Meaning	Information on this error message is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
9025 - Couldn't start service processes	
Meaning	Information on this error message is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
9026 - System is down	
Meaning	Information on this error message is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
9027 - Reset is complete	
Meaning	Information on this error message is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
9028 - Logger/Timer:	
Meaning	Information on this error message is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

9029 - Action index is out of bounds	
Meaning	Information on this error message is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
9030 - Unquoted string found	
Meaning	Information on this error message is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
9031 - Missing severity or action index	
Meaning	Information on this error message is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
9032 - could not ssend snmp trap	
Meaning	Information on this error message is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

VRU Extended Command Channel (VXCC) messages

9900 - Process Started	
Meaning	The VXCC process is successfully started.
Default Severity	advisory
Action to Take	None. Notification only.
9901 - Process Shutdown	
Meaning	The VXCC process is successfully shut down.
Default Severity	advisory
Action to Take	None. Notification only.
9903 - MRS *xx* disconnected prematurely	
Meaning	Information on this message is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
9904 - Client (qid *xx*) disconnected prematurely	
Meaning	Information on this message is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
9905 - MRS *xx* is unreachable, error=*yy*	
Meaning	Information on this message is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

9906 - Error sending message (*xx*) to MRS *yy*	
Meaning	Information on this message is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
9907 - Error sending message (*xx*) to qid *yy*	
Meaning	Information on this message is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

Security Development Environment (SDV) messages

9920 - Max instances already running -	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
9921 - Process already running -	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

Note: The messages numbered from 25 000 to 25 999 apply to the Integration Package for Meridian Link. For information concerning these messages, refer to the *Integration Package for Meridian Link User Guide*.

Active Calls Table server messages

25000 - Couldn't find ini file	
Meaning	The program is installed incorrectly, or the files are corrupted.
Default Severity	major
Action to Take	If you have a backup of your `ccip.ini` file, restore it. If not, reinstall and reconfigure the Integration Package. If this does not solve the problem, contact your Nortel service representative.
25001 - Invalid event(0) in ReceiveCallInfo function	
Meaning	The Meridian Link server sent the ACT server information about a `RequestCompleted` event. The ACT server does not track these events.
Default Severity	minor
Action to Take	None. Notification only.
25002 - Invalid event (?) in ReceiveCallInfo function	
Meaning	The Meridian Link server sent the ACT server information about an event that the ACT server does not track.
Default Severity	minor
Action to Take	None. Notification only.

Action to Take	None. Notification only.
25003 - S/D Flag set Put Refused	
Meaning	The ACT server has received a request to write data to the Active Calls Table while the Integration Package for Meridian Link is performing a forceful shutdown.
Default Severity	advisory
Action to Take	None. Notification only.
25004 - Out of Memory Error Creating InfClass Object	
Meaning	The program ran out of memory.
Default Severity	major
Action to Take	Unload all Integration Package applications on the AP, stop the Integration Package, and reboot. If the problem recurs, ensure that you have sufficient memory on the AP. (Refer to “Memory requirements” in the *Integration Package for Meridian Link User Guide*.) If the problem persists, contact Nortel Customer Service.
25005 - Get CallInfo Error (spec’d key for keytype N/F)	
Meaning	There is no `callinfo` for `key`.
Default Severity	advisory
Action to Take	This might be the expected result; check your callflow application to find out whether an error has occurred.
25006 - Remove CallInfo Error (spec’d key for keytype N/F)	
Meaning	There is no `callinfo` for `key`.
Default Severity	advisory
Action to Take	None. Notification only.

25007 - Bad key_type for CallInfo search	
Meaning	The IVR server has asked for call information from the ACT server using a `key_type` that is not defined.
Default Severity	advisory
Action to Take	None. Notification only.
25008 - Initialize Not Allowed	
Meaning	The ACT server was in an invalid state to call `Initialize`.
Default Severity	advisory
Action to Take	None. Notification only.
25009 - Out of Memory Error Creating History B/U Timer	
Meaning	The program ran out of memory.
Default Severity	major
Action to Take	Unload all Integration Package applications on the AP, stop the Integration Package, and reboot. If the problem recurs, ensure that you have sufficient memory on the AP. If the problem persists, contact Nortel Customer Service.
25010 - Out of Memory Error Creating Summary B/U Timer	
Meaning	The program ran out of memory.
Default Severity	major
Action to Take	Unload all Integration Package applications on the AP, stop the Integration Package, and reboot. If the problem recurs, ensure that you have sufficient memory on the AP. If the problem persists, contact Nortel Customer Service.

25011 - Out of Memory Error Creating log Summary Timer	
Meaning	The program ran out of memory.
Default Severity	major
Action to Take	Unload all Integration Package applications on the AP, stop the Integration Package, and reboot. If the problem recurs, ensure that you have sufficient memory on the AP. If the problem persists, contact Nortel Customer Service.
25012 - Shutdown Not Allowed	
Meaning	The ACT server was in an invalid state to call `Shutdown`.
Default Severity	advisory
Action to Take	None. Notification only.
25013 - History B/U Timer not Found (for deletion)	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the problem persists, contact Nortel Customer Service.
25014 - Summary B/U Timer not Found (for deletion)	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the problem persists, contact Nortel Customer Service.

25015 - log Summary Timer not Found (for deletion)	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the problem persists, contact Nortel Customer Service.
25016 - CourtesyShutdown Not Allowed	
Meaning	The ACT server was in an invalid state to call `CourtesyShutdown`.
Default Severity	advisory
Action to Take	None. Notification only.
25017 - ReceiveCallInfo Not Allowed	
Meaning	The ACT server was in an invalid state to call `ReceiveCallInfo`.
Default Severity	advisory
Action to Take	None. Notification only.
25018 - logSummary Error logging to Text File	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Ensure that sufficient disk space is available on the AP. If the AP is out of disk space, delete unnecessary files and reduce the space used by the log files. (For more information about log files and their disk space usage, refer to “Disk requirements” in the *Integration Package for Meridian Link User Guide*.) If the AP has sufficient disk space, ensure that the `sumfiledir` and `sumfilename` are correct in `ccip.ini`. If they are correct, contact Nortel Customer Service.

25019 - logHistory Error logging to Text File	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Ensure that sufficient disk space is available on the AP. If the AP is out of disk space, delete unnecessary files and reduce the space used by the log files. (For more information about log files and their disk space usage, refer to “Disk requirements” in the *Integration Package for Meridian Link User Guide*.) If the AP has sufficient disk space, ensure that the `sumfiledir` and `sumfilename` are correct in `ccip.ini`. If they are correct, contact Nortel Customer Service.
25020 - Error opening logSummary Text File	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Ensure that sufficient disk space is available on the AP. If the AP is out of disk space, delete unnecessary files and reduce the space used by the log files. (For more information about log files and their disk space usage, refer to “Disk requirements” in the *Integration Package for Meridian Link User Guide*.) If the AP has sufficient disk space, ensure that the `sumfiledir` and `sumfilename` are correct in `ccip.ini`. If they are correct, contact Nortel Customer Service.

25021 - Error creating logSummary Text File	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Ensure that sufficient disk space is available on the AP. If the AP is out of disk space, delete unnecessary files and reduce the space used by the log files. (For more information about log files and their disk space usage, refer to “Disk requirements” in the *Integration Package for Meridian Link User Guide*.) If the AP has sufficient disk space, ensure that the `sumfiledir` and `sumfilename` are correct in `ccip.ini`. If they are correct, contact Nortel Customer Service.
25022 - Error opening logHistory Text File	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Ensure that sufficient disk space is available on the AP. If the AP is out of disk space, delete unnecessary files and reduce the space used by the log files. (For more information about log files and their disk space usage, refer to “Disk requirements” in the *Integration Package for Meridian Link User Guide*.) If the AP has sufficient disk space, ensure that the `sumfiledir` and `sumfilename` are correct in `ccip.ini`. If they are correct, contact Nortel Customer Service.

25023 - Error creating logHistory Text File	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Ensure that sufficient disk space is available on the AP. If the AP is out of disk space, delete unnecessary files and reduce the space used by the log files. (For more information about log files and their disk space usage, refer to “Disk requirements” in the *Integration Package for Meridian Link User Guide*.) If the AP has sufficient disk space, ensure that the `sumfiledir` and `sumfilename` are correct in `ccip.ini`. If they are correct, contact Nortel Customer Service.
25024 - Error writing to logSummary Text File	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Ensure that sufficient disk space is available on the AP. If the AP is out of disk space, delete unnecessary files and reduce the space used by the log files. (For more information about log files and their disk space usage, refer to “Disk requirements” in the *Integration Package for Meridian Link User Guide*.) If the AP has sufficient disk space, ensure that the `sumfiledir` and `sumfilename` are correct in `ccip.ini`. If they are correct, contact Nortel Customer Service.

25025 - Error writing to logHistory Text File	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Ensure that sufficient disk space is available on the AP. If the AP is out of disk space, delete unnecessary files and reduce the space used by the log files. (For more information about log files and their disk space usage, refer to “Disk requirements” in the *Integration Package for Meridian Link User Guide*.) If the AP has sufficient disk space, ensure that the `sumfiledir` and `sumfilename` are correct in `ccip.ini`. If they are correct, contact Nortel Customer Service.
25026 - Error renaming logHistory Text File	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the problem recurs, contact Nortel Customer Service.
25027 - Error creating new logHistory Text File	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Ensure that sufficient disk space is available on the AP. If the AP is out of disk space, delete unnecessary files and reduce the space used by the log files. (For more information about log files and their disk space usage, refer to “Disk requirements” in the *Integration Package for Meridian Link User Guide*.) If the AP has sufficient disk space, ensure that the `sumfiledir` and `sumfilename` are correct in `ccip.ini`. If they are correct, contact Nortel Customer Service.

25028 - Error renaming logSummary Text File	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the problem recurs, contact Nortel Customer Service.
25029 - Error creating new logSummary Text File	
Meaning	This is an internal ACT server error.
Default Severity	minor
Action to Take	Ensure that sufficient disk space is available on the AP. If the AP is out of disk space, delete unnecessary files and reduce the space used by the log files. (For more information about log files and their disk space usage, refer to “Disk requirements” in the *Integration Package for Meridian Link User Guide*.) If the AP has sufficient disk space, ensure that the `sumfiledir` and `sumfilename` are correct in `ccip.ini`. If they are correct, contact Nortel Customer Service.
25030 - Error in Put() CallId zero length	
Meaning	This is an internal ACT server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25031 - Error in Put() AcdPosId zero length	
Meaning	The configuration is incorrect.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

25032 - Bind to LINKS Failed	
Meaning	This is an Integration Package environment error.
Default Severity	major

Action to Take	Ensure that the Integration Package environment variables are set correctly in the `.profile` file. The Integration Package requires the following environment variables, which are normally set up during installation:
	`BBDIR=ccip_directory/bb1.1/production/bin`
	`CCIP_HOME=ccip_directory`
	`export BBDIR CCIP_HOME`
	where `ccip_directory` is the directory in which the Integration Package is located (by default, it is `/u/nortel/ccip`).
	After modifying `.profile`, log out and log back in as `nortel`. Then, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.
	If the environment variables are set up correctly, ensure that you have configured the Meridian Link connection correctly. For more information, refer to “Configuring Meridian Link parameters” in the *Integration Package for Meridian Link User Guide*.

25033 - CCIP_HOME environment variable not set	
Meaning	The configuration is incorrect.
Default Severity	major

Action to Take	Ensure that the `$CCIP_HOME` environment variable is set correctly in the `.profile` file. The `.profile` file should include the following commands:
	`CCIP_HOME=ccip_directory`
	`export BBDIR CCIP_HOME`
	where `ccip_directory` is the directory in which the Integration Package is located (by default, it is `/u/nortel/ccip`).
	After modifying `.profile`, log out and log back in as `nortel`. Then, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25034 - Error in Put() NetworkId zero length	
Meaning	The configuration is incorrect.
Default Severity	major
Action to Take	Check your Meridian Link configuration.
25035 - Update CallInfo Error (spec'd key for keytype N/F)	
Meaning	There is no `callinfo` for key.
Default Severity	advisory
Action to Take	None. Notification only.

25036 - Error Forking BackUp Process	
Meaning	This is an internal ACT server error.
Default Severity	major
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the problem persists, contact Nortel Customer Service.
25037 - Error Creating Timer	
Meaning	This is an internal ACT server error.
Default Severity	major
Action to Take	Unload all Integration Package applications on the AP, stop the Integration Package, and reboot. If the problem recurs, ensure that you have sufficient memory on the AP. If the problem persists, contact Nortel Customer Service.
25038 - Error Adding Timer	
Meaning	This is an internal ACT server error.
Default Severity	major
Action to Take	Unload the Integration Package applications on the AP, stop the Integration Package, and reboot. If the problem recurs, ensure that you have sufficient memory on the AP. If the problem persists, contact Nortel Customer Service.
25039 - Error Removing Timer	
Meaning	This is an internal ACT server error.
Default Severity	major
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the problem persists, contact Nortel Customer Service.

25040 - Error Finding Timer	
Meaning	This is an internal ACT server error.
Default Severity	major
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the problem persists, contact Nortel Customer Service.

Database server messages

25100 - Initialize Not Allowed	
Meaning	The database server was in an invalid state to call `Initialize`.
Default Severity	advisory
Action to Take	None. Notification only.
25101 - Couldn't find INI file	
Meaning	The program is installed incorrectly, or the files are corrupted.
Default Severity	major
Action to Take	If you have a backup of your `ccip.ini` file, restore it. If not, reinstall and reconfigure the Integration Package. If this does not solve the problem, contact Nortel Customer Service.
25102 - Error Starting Log Daemon	
Meaning	The configuration is incorrect.
Default Severity	major
Action to Take	Check the parameters in the `DATAS` configuration block in `ccip.ini`. If you cannot resolve the problem, contact Nortel Customer Service.
25103 - Shutdown Not Allowed	
Meaning	The Database server was in an invalid state to call `Shutdown`.
Default Severity	advisory
Action to Take	None. Notification only. The server will shut down when it reaches a state from which shutdown can be initiated. If the server does not shut down, you can force a shutdown with the `killccip` command.

25104 - Error Opening ccip pid file (for kill)	
Meaning	This is an internal Database server error.
Default Severity	minor
Action to Take	Ensure that the `pid_location` and `pid_filename` parameters are set correctly in `ccip.ini`. If they are correct, contact Nortel Customer Service.
25105 - Error Reading ccip pid file (for kill)	
Meaning	This is an internal Database server error.
Default Severity	minor
Action to Take	Ensure that the `pid_location` and `pid_filename` parameters are set correctly in `ccip.ini`. If they are correct, contact Nortel Customer Service.
25106 - Error Stopping/Killing Log Daemon	
Meaning	The configuration is incorrect.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
25107 - Courtesy Shutdown Not Allowed	
Meaning	The Database server was in an invalid state to call `CourtesyShutdown`.
Default Severity	advisory
Action to Take	None. Notification only. The server will shut down when it reaches a state from which shutdown can be initiated. If the server does not shut down, you can force a shutdown with the `killccip` command.
25108 - Error renaming Errorlog Text File	
Meaning	This is an internal Database server error.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

25109 - Error creating new Errorlog Text File	
Meaning	This is an internal Database server error.
Default Severity	minor
Action to Take	Ensure that sufficient disk space is available on the AP. If the AP is out of disk space, delete unnecessary files and reduce the space used by the log files. (For more information about log files and their disk space usage, refer to “Disk requirements” in the *Integration Package for Meridian Link User Guide*.) If the AP has sufficient disk space, ensure that the `errlog_dir` and `errlog_file` parameters are correct in `ccip.ini`. If they are correct, contact Nortel Customer Service.
25110 - CCIP_HOME environment variable not set	
Meaning	The configuration is incorrect.
Default Severity	major

Action to Take	Ensure that the `$CCIP_HOME` environment variable is set correctly in the `.profile` file. The `.profile` file should include the following commands:
	
	`CCIP_HOME=ccip_directory`
	`export BBDIR CCIP_HOME`
	
	where `ccip_directory` is the directory in which the Integration Package is located (by default, it is `/u/nortel/ccip`).
	
	After modifying `.profile`, log out and log back in as `nortel`. Then, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25111 - VOICE_HOME environment variable not set	
Meaning	The configuration is incorrect.
Default Severity	major

Action to Take	Ensure that the Integration Package environment variables are set correctly in the `.profile` file. The `.profile` file should include the following commands:
	
	`VOICE_HOME=home_directory`
	`VOICE_LANG=language_directory`
	`NSLPATH=$VOICE_HOME/ui_lang/$VOICE_LANG`
	`BBDIR=ccip_directory/bb1.1/production/bin`
	`CCIP_HOME=ccip_directory`
	`export VOICE_HOME VOICE_LANG NLSPATH BBDIR CCIP_HOME`
	
	where `home_directory` is the directory in which `ccip` is located (by default, it is `/u/nortel`); `language_directory` is the directory containing the localized catalog file (by default, it is `en_US`); `ccip_directory` is the directory in which the Integration Package is located (by default, it is `/u/nortel/ccip`).
	
	After modifying `.profile`, log out and log back in as `nortel`. Then, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25112 - VOICE_LANG environment variable not set	
Meaning	The configuration is incorrect.
Default Severity	major

Action to Take	Ensure that the Integration Package environment variables are set correctly in the `.profile` file. The `.profile` file should include the following commands:
	
	`VOICE_HOME=home_directory`
	`VOICE_LANG=language_directory`
	`NSLPATH=$VOICE_HOME/ui_lang/$VOICE_LANG`
	`BBDIR=ccip_directory/bb1.1/production/bin`
	`CCIP_HOME=ccip_directory`
	`export VOICE_HOME VOICE_LANG NLSPATH BBDIR CCIP_HOME`
	
	where `home_directory` is the directory in which `ccip` is located (by default, it is `/u/nortel`); `language_directory` is the directory containing the localized catalog file (by default, it is `en_US`); `ccip_directory` is the directory in which the Integration Package is located (by default, it is `/u/nortel/ccip`).
	
	After modifying `.profile`, log out and log back in as `nortel`. Then, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25113 - Error getting uname : Errors Logging to TXTFILE	
Meaning	The configuration is incorrect.
Default Severity	minor

Action to Take	Ensure that the Integration Package environment variables are set correctly in the `.profile` file. The `.profile` file should include the following commands:
	
	`VOICE_HOME=home_directory`
	`VOICE_LANG=language_directory`
	`NSL-PATH=$VOICE_HOME/ui_lang/`
	`$VOICE_LANG`
	`BBDIR=ccip_directory/bb1.1/production/`
	`bin`
	`CCIP_HOME=ccip_directory`
	`export VOICE_HOME VOICE_LANG NLSPATH`
	`BBDIR CCIP_HOME`
	
	where `home_directory` is the directory in which the Integration Package is located (by default, it is `/u/nortel`); `language_directory` is the directory containing the localized catalog file (by default, it is `en_US`); `ccip_directory` is the directory in which the Integration Package is located (by default, it is `/u/nortel/ccip`).
	
	After modifying `.profile`, log out and log back in as `nortel`. Then, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25114 - Error finding Logger Port : Using Default(4944)	
Meaning	The configuration is incorrect.
Default Severity	minor

Action to Take	Ensure that you have configured the Integration Package correctly. (For detailed instructions, refer to "Configuring the Integration Package server" in the *Integration Package for Meridian Link User Guide*. Check the parameters in `ccip.ini`. If all parameters are configured correctly, log in as `root` and verify that `/etc/services` contains the following line:
	`cciplogd 4944/udp ccip`
	If this line is not present, add it. Ensure that `/etc/syslog.conf` contains the following lines:
	`local1.debug /u/nortel/ccip/log/ccip_loglog`
	`local0.debug /u/nortel/ccip/log/cciphislog`
	`local2.debug /u/nortel/ccip/log/sumlog`
	If they are not present, add them. Then, to stop the `syslog` process, type **`ps -ef |grep syslog`** and press <Enter>. This command shows you the process ID of the syslog process. Next, type **`kill -16 nnnn,`** where *nnnn* is the process ID. Press <Enter>. Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25115 - Error Creating Timer	
Meaning	This is an internal Database server error.
Default Severity	major
Action to Take	Unload all Integration Package applications on the AP, stop the Integration Package, and reboot. If the problem recurs, ensure that you have sufficient memory on the AP. If the problem persists, contact Nortel Customer Service.

25116 - Error Adding Timer	
Meaning	This is an internal Database server error.
Default Severity	major
Action to Take	Unload all Integration Package applications on the AP, stop the Integration Package, and reboot. If the problem recurs, ensure that you have sufficient memory on the AP. If the problem persists, contact Nortel Customer Service.
25117 - Error Removing Timer	
Meaning	This is an internal Database server error.
Default Severity	major
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the problem persists, contact Nortel Customer Service.
25118 - Error Finding Timer	
Meaning	This is an internal Database server error.
Default Severity	major
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the problem persists, contact Nortel Customer Service.

Integration Package server messages

25118 - Error Finding Timer	
Meaning	This is an internal Database server error.
Default Severity	major
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the problem persists, contact Nortel Customer Service.
25200 - Initialize Not Allowed	
Meaning	The Integration Package was in an invalid state to call `Initialize`.
Default Severity	advisory
Action to Take	None. Notification only.
25201 - Couldn't find inifile	
Meaning	The program was installed incorrectly, or the files have been corrupted.
Default Severity	major
Action to Take	If you have a backup of your `ccip.ini` file, restore it. If not, reinstall and reconfigure the Integration Package. If this does not solve the problem, contact Nortel Customer Service.

25202 - Bind with DATAS failed	
Meaning	This is an Integration Package environment error.
Default Severity	major

Action to Take	Ensure that the Integration Package environment variables are set correctly in the `.profile` file. The Integration Package requires the following environment variables, which are normally set up during installation:
	`BBDIR=ccip_directory/bb1.1/production/bin`
	`CCIP_HOME=ccip_directory`
	`export BBDIR CCIP_HOME`
	where `ccip_directory` is the directory in which the Integration Package is located (by default, it is `/u/nortel/ccip`).
	If the environment variables are set up correctly, ensure that the mapping of the executable file for the Database server is correct in `ccip.ini`.
	If you modified `.profile`, log out and log back in as `nortel`. Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25203 - Shutdown Not Allowed	
Meaning	The Integration Package was in an invalid state to call `Shutdown`.
Default Severity	advisory
Action to Take	None. Notification only. The server will shut down when it reaches a state from which shutdown can be initiated. If the server does not shut down, you can force a shutdown with the `killccip` command.

25204 - Shutting down the Integration Package for Meridian Link	
Meaning	The Integration Package is shutting down.
Default Severity	advisory
Action to Take	None. Notification only.
25205 - CourtesyShutdown Not Allowed	
Meaning	The Integration Package was in an invalid state to call `CourtesyShutdown`.
Default Severity	advisory
Action to Take	None. Notification only. The server will shut down when it reaches a state from which shutdown can be initiated. If the server does not shut down, you can force a shutdown with the `killccip` command.
25206 - Starting Courtesy Shutdown of the Integration Package for Meridian Link	
Meaning	The Integration Package is calling `CourtesyShutdown`
Default Severity	advisory
Action to Take	None. Notification only.
25207 - Ping Not Allowed	
Meaning	The Integration Package was in an invalid state to call `Ping`.
Default Severity	advisory
Action to Take	None. Notification only.

25208 - DATAS Ping Failed (critical Error)	
Meaning	This is an Integration Package environment error.
Default Severity	critical
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the error recurs, contact Nortel Customer Service.
25209 - LINKS Ping Failed (critical Error)	
Meaning	This is an Integration Package environment error.
Default Severity	critical
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the error recurs, contact Nortel Customer Service.
25210 - ACTS Ping Failed (critical Error)	
Meaning	This is an Integration Package environment error.
Default Severity	critical
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the error recurs, contact Nortel Customer Service.
25211 - IVRS Ping Failed (critical Error)	
Meaning	This is an Integration Package environment error.
Default Severity	**critical**
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the error recurs, contact Nortel Customer Service.

25212 - SetTracingS Failed (Bad Server Name)	
Meaning	This is an Integration Package environment error.
Default Severity	advisory
Action to Take	Ensure that the server is configured correctly in `ccip.ini`.
25213 - SetTracingS Not Allowed	
Meaning	The Integration Package was in an invalid state to call `SetTracingS`.
Default Severity	advisory
Action to Take	None. Notification only.
25214 - Null Pointer:Comms to IVRS Broken	
Meaning	This is an Integration Package environment error.
Default Severity	critical
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the error recurs, contact Nortel Customer Service.
25215 - Null Pointer:Comms to ACTS Broken	
Meaning	This is an Integration Package environment error.
Default Severity	critical
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the error recurs, contact Nortel Customer Service.

25216 - Null Pointer:Comms to LINKS Broken	
Meaning	This is an Integration Package environment error.
Default Severity	critical
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the error recurs, contact Nortel Customer Service.
25217 - Null Pointer:Comms to DATAS Broken	
Meaning	This is an This is an Integration Package environment error.
Default Severity	critical
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the error recurs, contact Nortel Customer Service.
25218 - The Integration Package for Meridian Link is Ready	
Meaning	The Integration Package environment is ready.
Default Severity	advisory
Action to Take	None. Notification only.

25219 - Bind with LINKS failed	
Meaning	This is an This is an Integration Package environment error.
Default Severity	major

Action to Take	Ensure that the Integration Package environment variables are set correctly in the `.profile` file. The Integration Package requires the following environment variables, which are normally set up during installation:
	`BBDIR=ccip_directory/bb1.1/production/bin`
	`CCIP_HOME=ccip_directory`
	`export BBDIR CCIP_HOME`
	where `ccip_directory` is the directory in which the Integration Package is located (by default, it is `/u/nortel/ccip`).
	If the environment variables are set up correctly, ensure that the mapping of the executable file for LINKS is correct in `ccip.ini`.
	If you modified `.profile`, log out and log back in as `nortel`. Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25220 - Bind with ACTS failed	
Meaning	This is an Integration Package environment error.
Default Severity	major

Action to Take	Ensure that the Integration Package environment variables are set correctly in the `.profile` file. The Integration Package requires the following environment variables, which are normally set up during installation:
	`BBDIR=ccip_directory/bb1.1/production/bin`
	`CCIP_HOME=ccip_directory`
	`export BBDIR CCIP_HOME`
	where `ccip_directory` is the directory in which ccip is located (by default, it is `/u/nortel/ccip`).
	If the environment variables are set up correctly, ensure that the mapping of the executable file for the ACT server is correct in `ccip.ini`.
	If you modified `.profile`, log out and log back in as `nortel`. Then, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25221 - Bind with IVRS failed	
Meaning	This is an Integration Package environment error.
Default Severity	major

Action to Take	Ensure that the Integration Package environment variables are set correctly in the `.profile` file. The Integration Package requires the following environment variables, which are normally set up during installation:
	`BBDIR=ccip_directory/bb1.1/production/bin`
	`CCIP_HOME=ccip_directory`
	`export BBDIR CCIP_HOME`
	where `ccip_directory` is the directory in which `ccip` is located (by default, it is `/u/nortel/ccip`).
	If the environment variables are set up correctly, ensure that the mapping of the executable file for the IVR server is correct in `ccip.ini`.
	If you modified `.profile`, log out and log back in as `nortel`. Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25222 - DATAS failed to Initialize	
Meaning	This is an internal Database server error.
Default Severity	critical
Action to Take	Check the parameters in the `DATAS` configuration block in `ccip.ini`. After modifying the parameters, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25223 - LINKS failed to Initialize	
Meaning	This is an internal Meridian Link server error.
Default Severity	critical
Action to Take	Check the parameters in the `LINKS` configuration block in `ccip.ini`. After modifying the parameters, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.
25224 - ACTS failed to Initialize	
Meaning	This is an internal ACT server error.
Default Severity	critical
Action to Take	Check the parameters in the `ACTS` configuration block in `ccip.ini`. After modifying the parameters, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.
25225 - IVRS failed to Initialize	
Meaning	This is an internal IVR server error.
Default Severity	critical
Action to Take	Check the parameters in the `IVRS` configuration block in `ccip.ini`. After modifying the parameters, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25226 - CCIP Timeout Error on start-up	
Meaning	This is an internal Integration Package error.
Default Severity	critical
Action to Take	Increase the `start_time` parameter in `ccip.ini`, and check the other parameters. Then, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.
25227 - IVRS Failed to Shutdown Cleanly	
Meaning	This is an internal IVR server error.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
25228 - ACTS Failed to Shutdown Cleanly	
Meaning	This is an internal ACT server error.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
25229 - LINKS Failed to Shutdown Cleanly	
Meaning	This is an internal Meridian Link server error.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
25230 - DATAS Failed to Shutdown Cleanly	
Meaning	This is an internal Database server error.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

25231 - Initializing the Integration Package for Meridian Link ...	
Meaning	The Integration Package is being initialized.
Default Severity	advisory
Action to Take	None. Notification only.
25232 - **** Starting the Integration Package for Meridian Link ********	
Meaning	The Integration Package is starting up.
Default Severity	advisory
Action to Take	None. Notification only.
25233 - The Integration Package for Meridian Link is Shutdown	
Meaning	The Integration Package is shutting down.
Default Severity	advisory
Action to Take	None. Notification only.
25234 - LINKS Deregistering/Reregistering Application	
Meaning	During its last shutdown, the Integration Package did not successfully deregister with Meridian Link. Meridian Link is deregistering and re-registering the Integration Package.
Default Severity	advisory
Action to Take	None. Notification only.

IVR server messages

25301 - Server Started Properly	
Meaning	The IVR server is starting up.
Default Severity	advisory
Action to Take	None. Notification only.
25302 - Server failed to Shutdown Properly	
Meaning	This is an internal IVR server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25303 - - Initialize not Allowed	
Meaning	The IVR server was in an invalid state to call `Initialize`.
Default Severity	advisory
Action to Take	None. Notification only.
25304 - Initialize has completed	
Meaning	`Initialize` has been successfully called.
Default Severity	advisory
Action to Take	None. Notification only.
25305 - Shutdown not Allowed	
Meaning	The IVR server was in an invalid state to call `Shutdown`.
Default Severity	advisory
Action to Take	None. Notification only. The server shuts down when it reaches a state from which shutdown can be initiated. If the server does not shut down, you can force a shutdown with the `killccip` command.

25306 - - Shutdown has Completed	
Meaning	The shutdown has been completed successfully.
Default Severity	advisory
Action to Take	None. Notification only.
25307 - CourtesyShutdown not Allowed	
Meaning	The IVR server was in an invalid state to call `CourtesyShutdown`.
Default Severity	advisory
Action to Take	None. Notification only. The server will shut down when it reaches a state from which shutdown can be initiated. If the server does not shut down, you can force a shutdown with the `killccip` command.
25308 - CourtesyShutdown has Completed	
Meaning	The Courtesy Shutdown has been completed successfully.
Default Severity	advisory
Action to Take	None. Notification only.
25309 - Ping Not Allowed	
Meaning	The IVR server was in an invalid state to call `Ping`.
Default Severity	advisory
Action to Take	None. Notification only.
25310 - GetStatus not Allowed	
Meaning	The IVR server was in an invalid state to call `GetStatus`.
Default Severity	advisory
Action to Take	None. Notification only.

25311 - GetTracing not Allowed	
Meaning	The IVR server was in an invalid state to call `GetTracing`.
Default Severity	advisory
Action to Take	None. Notification only.
25312 - SetTracing not Allowed	
Meaning	The IVR server was in an invalid state to call `SetTracing`.
Default Severity	advisory
Action to Take	None. Notification only.
25313 - GetVersion not Allowed	
Meaning	The IVR server was in an invalid state to call `GetVersion`.
Default Severity	advisory
Action to Take	None. Notification only.
25314 - Receive Reply not Allowed	
Meaning	The IVR server was in an invalid state to call `ReceiveReply`.
Default Severity	advisory
Action to Take	None. Notification only.
25315 - Receive CallInfo not Allowed	
Meaning	The IVR server was in an invalid state to call `ReceiveCallInfo`.
Default Severity	advisory
Action to Take	None. Notification only.

25316 - Transfer not Allowed	
Meaning	The IVR server was in an invalid state to call `Transfer`.
Default Severity	advisory
Action to Take	None. Notification only.
25317 - Conference not Allowed	
Meaning	The IVR server was in an invalid state to call `Conference`.
Default Severity	advisory
Action to Take	None. Notification only.
25318 - GetCallInfo not Allowed	
Meaning	The IVR server was in an invalid state to call `GetCallInfo`.
Default Severity	advisory
Action to Take	None. Notification only.

25319 - Bind with LINKServer failed	
Meaning	This is an Integration Package environment error.
Default Severity	major

Action to Take	Ensure that the Integration Package environment variables are set correctly in the `.profile` file. The Integration Package requires the following environment variables, which are normally set up during installation:
	`BBDIR=ccip_directory/bb1.1/production/bin`
	`CCIP_HOME=ccip_directory`
	`export BBDIR CCIP_HOME`
	where `ccip_directory` is the directory in which the Integration Package is located (by default, it is `/u/nortel/ccip`).
	If the environment variables are set up correctly, ensure that the mapping of the executable file for the Meridian Link server is correct in `ccip.ini`.
	If you modified `.profile`, log out and log back in as `nortel`. Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25320 - Bind with ACTServer failed	
Meaning	This is an Integration Package environment error.
Default Severity	major

Action to Take	Ensure that the Integration Package environment variables are set correctly in the `.profile` file. The Integration Package requires the following environment variables, which are normally set up during installation:
	`BBDIR=ccip_directory/bb1.1/production/bin`
	`CCIP_HOME=ccip_directory`
	`export BBDIR CCIP_HOME`
	where `ccip_directory` is the directory in which the Integration Package is located (by default, it is `/u/nortel/ccip`).
	If the environment variables are set up correctly, ensure that the mapping of the executable file for the Meridian Link server is correct in `ccip.ini`.
	If you modified `.profile`, log out and log back in as `nortel`. Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25321 - Failed to find ccip.ini file	
Meaning	The program was installed incorrectly, or the files have been corrupted.
Default Severity	major
Action to Take	If you have a backup of your `ccip.ini` file, restore it. If not, reinstall and reconfigure the Integration Package. If this does not solve the problem, contact Nortel Customer Service.

25322 - Channel to DN Mapping NOT Linear	
Meaning	The configuration is incorrect.
Default Severity	major
Action to Take	Make sure your channels are configured correctly.
25323 - No DN Mapping for this Channel	
Meaning	The configuration is incorrect.
Default Severity	major
Action to Take	Make sure your channels are configured correctly.
25324 - The IVRServer has been shut down	
Meaning	The server has shut down successfully.
Default Severity	advisory
Action to Take	None. Notification only.
25325 - No such Transfer Type Available	
Meaning	This is a possible callflow error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25326 - No such Conference Type Available	
Meaning	This is a possible callflow error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25340 - Complete Transfer Received Before Initialize	
Meaning	This is a possible callflow error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

25341 - Retrieve Transfer Received Before Initialize	
Meaning	This is a possible callflow error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25342 - Complete Conference Received Before Initialize	
Meaning	This is a possible callflow error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25343 - Retrieve Conference Received Before Initialize	
Meaning	This is a possible callflow error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25344 - ReceiveCallInfo Received Before Request	
Meaning	This is a possible callflow error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25345 - StopServer has been requested	
Meaning	A manual `StopServer` command has been issued to the IVR server.
Default Severity	advisory
Action to Take	None. Notification only.

25346 - An IVRS Sequence Timer has Fired	
Meaning	This is an internal IVR server error. This error occurs if one or more of the Integration Package servers is not running.
Default Severity	major
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the error recurs, contact Nortel Customer Service.
25347 - Sequence Could Not be Created	
Meaning	This is an internal IVR server error.
Default Severity	major
Action to Take	Unload all Integration Package applications on the AP, stop the Integration Package, and reboot. If the problem recurs, ensure that you have sufficient memory on the AP. If the problem persists, contact Nortel Customer Service.
25350 - Timer Not Found, Can't Cancel_Timer()	
Meaning	This is an internal IVR server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25351 - Timer Not Removed From TimeoutManager	
Meaning	This is an internal IVR server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

25352 - Timer Not Added To TimeoutManager	
Meaning	This is an internal IVR server error.
Default Severity	major
Action to Take	Unload all Integration Package applications on the AP, stop the Integration Package, and reboot. If the problem recurs, ensure that you have sufficient memory on the AP. If the problem persists, contact Nortel Customer Service.
25360 - Initialize Transfer request not Allowed	
Meaning	The IVR server was in an invalid state to call `InitializeTransfer`.
Default Severity	advisory
Action to Take	None. Notification only.
25361 - Complete Transfer request not Allowed	
Meaning	The IVR server was in an invalid state to call `CompleteTransfer`.
Default Severity	advisory
Action to Take	None. Notification only.
25362 - Fast Transfer request not Allowed	
Meaning	The IVR server was in an invalid state to call `FastTransfer`.
Default Severity	advisory
Action to Take	None. Notification only.
25363 - Retrieve Transfer request not Allowed	
Meaning	The IVR server was in an invalid state to call `RetrieveTransfer`.
Default Severity	advisory
Action to Take	None. Notification only.

25364 - Transfer ReceiveCallInfo request not Allowed	
Meaning	The IVR server was in an invalid state to call `TransferReceiveCallInfo`.
Default Severity	advisory
Action to Take	None. Notification only.
25365 - Initialize Conference request not Allowed	
Meaning	The IVR server was in an invalid state to call `InitializeConference`.
Default Severity	advisory
Action to Take	None. Notification only.
25366 - Complete Conference request not Allowed	
Meaning	The IVR server was in an invalid state to call `CompleteConference`.
Default Severity	advisory
Action to Take	None. Notification only.
25367 - Retrieve Conference request not Allowed	
Meaning	The IVR server was in an invalid state to call `RetrieveConference`.
Default Severity	advisory
Action to Take	None. Notification only.
25368 - Conference ReceiveCallInfo not Allowed	
Meaning	The IVR server was in an invalid state to call `ConferenceReceiveCallInfo`.
Default Severity	advisory
Action to Take	None. Notification only.

25369 - GetCallInfo request not Allowed	
Meaning	The IVR server was in an invalid state to call `GetCallInfo`.
Default Severity	advisory
Action to Take	None. Notification only.
25370 - GetCallInfo ReceiveCallInfo request not Allowed	
Meaning	The IVR server was in an invalid state to call `GetCallInfoReceiveCallInfo`.
Default Severity	advisory
Action to Take	None. Notification only.

Meridian Link server messages

25401 - Initialize request disallowed	
Meaning	The Meridian Link server was in an invalid state to call `Initialize`.
Default Severity	advisory
Action to Take	None. Notification only.
25402 - Can't locate ccip.ini file	
Meaning	The program is installed incorrectly, or the files are corrupted.
Default Severity	major
Action to Take	If you have a backup of your `ccip.ini` file, restore it. If not, reinstall and reconfigure the Integration Package. If this does not solve the problem, contact Nortel Customer Service.
25403 - Failed to fork a child process	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25404 - Shutdown request disallowed	
Meaning	The Meridian Link server was in an invalid state to call `Shutdown`.
Default Severity	advisory
Action to Take	None. Notification only. The server will shut down when it reaches a state from which shutdown can be initiated. If the server does not shut down, you can force a shutdown with the `killccip` command.

25405 - CourtesyShutdown request disallowed	
Meaning	The Meridian Link server was in an invalid state to call `CourtesyShutdown`.
Default Severity	advisory
Action to Take	None. Notification only. The server will shut down when it reaches a state from which shutdown can be initiated. If the server does not shut down, you can force a shutdown with the `killccip` command.
25406 - Transfer request disallowed	
Meaning	The Meridian Link server was in an invalid state to call `Transfer`.
Default Severity	advisory
Action to Take	None. Notification only.
25407 - Invalid transfer type	
Meaning	This is a possible callflow error.
Default Severity	advisory
Action to Take	None. Notification only.
25408 - Conference request disallowed	
Meaning	The Meridian Link server was in an invalid state to call `Conference`.
Default Severity	advisory
Action to Take	None. Notification only.
25409 - Invalid conference type	
Meaning	This is a possible callflow error.
Default Severity	advisory
Action to Take	None. Notification only.

25410 - Subscribe request disallowed	
Meaning	The Meridian Link server was in an invalid state to call `Subscribe`.
Default Severity	advisory
Action to Take	None. Notification only.
25411 - Unsubscribe request disallowed	
Meaning	The Meridian Link server was in an invalid state to call `Unsubscribe`.
Default Severity	advisory
Action to Take	None. Notification only.
25415 - error in link msg	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the error recurs, contact Nortel Customer Service.
25418 - goto_state: unknown state	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25420 - Socket creation error	
Meaning	This is an internal Meridian Link server error.
Default Severity	critical
Action to Take	Please contact Nortel Customer Service.

25421 - Socket error : unknown hostname	
Meaning	The configuration is incorrect.
Default Severity	critical
Action to Take	If you entered a host name for Link Module IP address, ensure that it is defined in the hosts file on the AP on which the Integration Package is installed. Alternatively, enter the IP address of the Meridian Link host. Then, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the error recurs, contact Nortel Customer Service.
25422 - Socket error: no port number specified on connection request	
Meaning	The configuration is incorrect.
Default Severity	critical
Action to Take	Ensure that the Link Module port number is correct. Then, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. If the error recurs, contact Nortel Customer Service.
25423 - Socket error: connect failed	
Meaning	This is an internal Meridian Link server error.
Default Severity	critical
Action to Take	Please contact Nortel Customer Service.
25424 - Socket write error: socket handle is zero	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

25425 - Socket write error: write failed	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25426 - Socket write error: message length didn't match amount sent	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25430 - Initialize was unsuccessful	
Meaning	This is an internal Meridian Link server error.
Default Severity	minor
Action to Take	Check the parameters in the `LINKS` configuration block in `ccip.ini`. After modifying the parameters, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.
25431 - Ref0 received an InvalidMessage from Link	
Meaning	This is an internal Meridian Link server error.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
25432 - Shutdown was unsuccessful	
Meaning	This is an internal Meridian Link server error.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

25433 - CallRelease was unsuccessful	
Meaning	This is an internal Meridian Link server error.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
25434 - CourtesyShutdown was unsuccessful	
Meaning	This is an internal Meridian Link server error.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
25440 - Received an InvalidMessage from Link	
Meaning	This is an internal Meridian Link server error.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
25441 - Invalid transfer/conference type	
Meaning	This is a possible callflow error.
Default Severity	advisory
Action to Take	None. Notification only.
25442 - Error *cause* from Link during a init xfer/conf	
Meaning	Use the *cause* code to determine the error generated by Meridian Link.
Default Severity	advisory
Action to Take	None. Notification only.
25443 - Unexpected event from Link during a init xfer/conf	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

25444 - Unexpected Progress message from Link during an init xfer/conf	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25445 - Error *cause* from Link during a fast transfer request	
Meaning	Use the *cause* code to determine the error generated by Meridian Link.
Default Severity	advisory
Action to Take	None. Notification only.
25446 - Unexpected Progress message from Link during a fast transfer	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25447 - Invalid complete xfer/conf type	
Meaning	This is a possible callflow error.
Default Severity	advisory
Action to Take	None. Notification only.
25448 - Error *cause* from Link during a complete xfer/conf	
Meaning	Use the *cause* code to determine the error generated by Meridian Link.
Default Severity	advisory
Action to Take	None. Notification only.

25449 - Unexpected event from Link during a complete xfer/conf	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25450 - Unexpected Progress message from Link during a complete xfer	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25451 - FastTransfer: no matching CallOffered msg in call cache	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25460 - add_timer: add failed	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Unload all Integration Package applications on the AP, stop the Integration Package, and reboot. If the problem recurs, ensure that you have sufficient memory on the AP. If the problem persists, contact Nortel Customer Service.
25461 - remove_timer: find failed	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

25462 - remove_timer: remove failed	
Meaning	This is an internal Meridian Link server error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

Cell messages

25500 - Server Started Properly	
Meaning	The server is properly started up.
Default Severity	advisory
Action to Take	None. Notification only.
25501 - Server Failed to Start Properly	
Meaning	This is an internal cell error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25502 - Bind with IVRServer Failed	
Meaning	This is an internal cell error.
Default Severity	major

Action to Take	Ensure that the Integration Package environment variables are set correctly in the `.profile` file. The Integration Package requires the following environment variables, which are normally set up during installation:
	`BBDIR=ccip_directory/bb1.1/production/bin CCIP_HOME=ccip_directory`
	`export BBDIR CCIP_HOME`
	where *`ccip_directory`* is the directory in which the Integration Package is located (by default, it is `/u/nortel/ccip`).
	If the environment variables are set up correctly, ensure that the mapping of the executable file for IVRS is correct in `ccip.ini`.
	If you modified `.profile`, log out and log back in as `nortel`. Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25503 - Couldn't Find orbkey.key File	
Meaning	The configuration is incorrect, or the backbone process has not started.
Default Severity	major
Action to Take	Unload the Integration Package application. Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility. Then, reload the application.
25504 - Too Many Input Buffers	
Meaning	This is a possible callflow error.
Default Severity	advisory
Action to Take	None. Notification only.
25505 - Not Enough Input Buffers	
Meaning	This is a callflow error.
Default Severity	advisory
Action to Take	Check your callflow application.
25506 - Server Failed to Shutdown Properly	
Meaning	This is an internal cell error.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25507 - Server Shutdown Properly	
Meaning	The server is shutting down.
Default Severity	advisory
Action to Take	None. Notification only.

25508 - CCIP has Restarted ReBinding with IVRS	
Meaning	This message is issued when the cells detect that the Integration Package has restarted. They must rebind (renew communications with) the IVR server.
Default Severity	advisory
Action to Take	None. Notification only.
25509 - Received an Invalid Status for Request	
Meaning	This is an internal Cell error
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
25510 - Invalid Timeout Unit Received	
Meaning	This is a callflow error.
Default Severity	advisory
Action to Take	Check your callflow application.
25511 - Invalid Timeout Value Received	
Meaning	This is a callflow error.
Default Severity	advisory
Action to Take	Check your callflow application.
25512 - Invalid Lookup Type Received	
Meaning	This is a callflow error.
Default Severity	advisory
Action to Take	Check your callflow application.

25113 - Error getting uname : Errors Logging to TXTFILE	
Meaning	The configuration is incorrect.
Default Severity	minor

Action to Take	Ensure that the Integration Package environment variables are set correctly in the `.profile` file. The `.profile` file should include the following commands:
	`VOICE_HOME=home_directory`
	`VOICE_LANG=language_directory`
	`NSL-PATH=$VOICE_HOME/ui_lang/`
	`$VOICE_LANG`
	`BBDIR=ccip_directory/bb1.1/production/`
	`bin`
	`CCIP_HOME=ccip_directory`
	`export VOICE_HOME VOICE_LANG NLSPATH`
	`BBDIR CCIP_HOME`
	where `home_directory` is the directory in which the Integration Package is located (by default, it is `/u/nortel`); `language_directory` is the directory containing the localized catalog file (by default, it is en_US); `ccip_directory` is the directory in which the Integration Package is located (by default, it is `/u/nortel/ccip`).
	After modifying `.profile`, log out and log back in as `nortel`. Then, restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25114 - Error finding Logger Port : Using Default(4944)	
Meaning	The configuration is incorrect.
Default Severity	minor

Action to Take	Ensure that you have configured the Integration Package correctly. (For detailed instructions, refer to "Configuring the Integration Package server" in the *Integration Package for Meridian Link User Guide*. Check the parameters in `ccip.ini.` If all parameters are configured correctly, log in as `root` and verify that `/etc/services` contains the following line:
	`cciplogd 4944/udp ccip`
	If this line is not present, add it. Ensure that `/etc/syslog.conf` contains the following lines:
	`local1.debug /u/nortel/ccip/log/ccip_loglog`
	`local0.debug /u/nortel/ccip/log/cciphislog`
	`local2.debug /u/nortel/ccip/log/sumlog`
	If they are not present, add them. Then, to stop the `syslog` process, type **`ps -ef |grep syslog`** and press <Enter>. This command shows you the process ID of the syslog process. Next, type **`kill -16`** *nnnn,* where *nnnn* is the process ID. Press <Enter>. Restart the Integration Package by choosing `Reset` from the Main Menu of the Integration Package for Meridian Link administration utility.

25115 - Error Creating Timer	
Meaning	This is an internal Database server error.
Default Severity	major
Action to Take	Unload all Integration Package applications on the AP, stop the Integration Package, and reboot. If the problem recurs, ensure that you have sufficient memory on the AP. If the problem persists, contact Nortel Customer Service.

Chapter 5: Multimedia Resource Server messages

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Overview of the Multimedia Resource Server messages

This chapter lists event messages that can appear in the Event Log of the Service Console Interface (SCI).

Chapter organization

Messages in this chapter are grouped by the system process that generated the event. Within each group, the messages appear in numerical order.

Resource Manager Process (RMGR) messages

1600 - Resource Manager Process Startup	
Meaning	The Resource Manager Process required with the MRS 4.00 started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
1601 - Resource Manager Process Shutdown	
Meaning	The Resource Manager Process required with the MRS 4.00 shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
1602 - Resource Manager Process Shutdown	
Meaning	The message was not sent successfully because of an error in the socket messaging system.
Default Severity	advisory
Action to Take	None. Notification only.

Convert Process (BTC) messages

1700 - Process Startup	
Meaning	The convert process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
1701 - Process Shutdown	
Meaning	The convert process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
1702 - Source type of VSN was invalid	
Meaning	The VSN type requested is not a fax type.
Default Severity	minor
Action to Take	Ensure that the source VSN is the correct type. Use a `sci/files/header` query to verify the VSN header type.
1703 - Width specified in convert was invalid	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
1704 - Destination type specified was invalid	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

1705 - No FAX devices present	
Meaning	The IVR system is not recognizing an installed fax device.
Default Severity	minor
Action to Take	Verify that the card is correctly installed and recognized by IVR. Look in the `usr/adm/` messages, and ensure that the software was downloaded.
1706 - Convert file has bad epson format	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
1707 - Failed to allocate memory	
Meaning	The action could not be completed because memory space was not found.
Default Severity	minor
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system.

	Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`**

	• Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

1708 - Failed to get file statistics	
Meaning	• Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
1709 - Failed to convert file	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Retry the process, ensuring that all steps are completed correctly. If the process still fails, then, contact Nortel Customer Service.

Brooktrout Fax Process (BTFC) messages

1900 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
1901 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
1902 - Bad parameters specified for FAX device	
Meaning	When receiving a fax, the parameter supplied to function `BfvFaxRcvPageTiff` is invalid.
Default Severity	major
Action to Take	Specify correct parameters for the FAX device.
1903 - Bad TIFF width in FAX file	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
1904 - Invalid FAX device specified	
Meaning	A fax is sent using an invalid file format.
Default Severity	minor
Action to Take	Fax only valid `tiff` files.

1905 - Failed to open FAX file	
Meaning	A failure occurred when you attempted to open a VSN file.
Default Severity	minor
Action to Take	Ensure that a VSN exists.
1906 - Reconfig due to excessive errors	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
1907 - Invalid command parameter	
Meaning	The CLIFF file is using an invalid command parameter.
Default Severity	minor
Action to Take	Check the CLIFF file.
1908 -Invalid command value	
Meaning	The CLIFF file is setting the command parameter to an invalid value.
Default Severity	minor
Action to Take	Check the CLIFF file.
1909 -Dummy error message	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

1910 -Dummy error message	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
1911 - Brooktrout card is not installed	
Meaning	The Brooktrout card is either not present or not functional.
Default Severity	major
Action to Take	Ensure that the proper Brooktrout card is installed and that the switch and jumper settings are correct. For more information, refer to the *Symposium OPEN IVR Fax Option Guide.* If all settings are correct and the card is properly seated with the correct cable connections, then go to the `sci/maint` directory, and do a manual download. If this error message still appears, then contact Nortel Customer Service. You will be asked to describe in detail the corrective steps you took.
1912 - Process failed opening file in \tmp	
Meaning	The system failed to open a file in the directory `/tmp`.
Default Severity	major
Action to Take	Verify that the proper read/write privileges are set in the directory `/tmp`.

1913 - Process failed writing into \tmp	
Meaning	The process failed to write to one of many files in `/tmp`.
Default Severity	major
Action to Take	Check to see if the proper read/write privileges are set in the directory `/tmp`.
1914 - File I/O error occurred in driver	
Meaning	A file input/output error occurred in the Brooktrout API.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
1915 - Bad function parameter	
Meaning	An invalid parameter value is passed into the Brooktrout API.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
1916 - Malloc failed in driver	
Meaning	The Brooktrout library failed to allocate dynamic memory. As a result, a hardware or system failure occurred.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system.

	Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`**

	• Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
1917 - Unclassified driver error	
Meaning	The Brooktrout API reported an unknown driver error.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

Veritas Volume Manager (VVM) messages

2000 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
2001 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
2002 - Volume offline, VOL=	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2003 - Volume detached, VOL=	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2004 - Volume recovering, VOL=	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2005 - Mirror lost, PLEX=*xx*:VOL=	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2006 - Mirror disabled, PLEX=*xx*:VOL=	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2007 - Status error, VOL=	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2008 - Volume online, VOL=	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2009 - Volume recovered, VOL=	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2010 - Mirror recovered, PLEX=*xx*:VOL=	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2011 - Mirror recovering, PLEX=*xx*:VOL=	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2012 - Queue Write to PSM error = *xx*	
Meaning	A queue-write error occurred. The value of `g_msg_error_code` is provided.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.

Process State Machine (PSM) messages

2100 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
2101 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
2102 - Queue Write failed error =*xx*	
Meaning	A queue-write error occurred. The value of `g_msg_error_code` is provided.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.
2103 - Critical Alarm Set	
Meaning	A critical alarm condition occurred. Communication is abruptly terminated with an active application processor.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.

2104 - Critical Alarm Cleared	
Meaning	An existing critical alarm condition is cleared.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
2105 - Host Response Time Exceeded	
Meaning	A lengthy delay occurs in communicating with the host. If this message is followed by a major alarm event, then the delay is caused by either a faulty communication channel or an excessive load on the system.
Default Severity	critical
Action to Take	Check your host link. If it correctly set up and configured, then contact Nortel Customer Service.
2106 - Bad Subcode CMD *xx*	
Meaning	A system command is received with an illegal or unsupported option subcode.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2107 - SM*aa* Bad State CMD *xx* ST *yy* CH *zz*	
Meaning	A command is received on the specified channel in an unsupported state.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

2108 - SM*aa* Bad Data CMD *xx* ST *yy* CH *zz*	
Meaning	Data corruption occurred in the state control block for the specified channel.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2109 - SM*aa* Func Err CMD *xx* ST *yy* CH *zz*	
Meaning	A function used in the execution of a command on the specified channel experienced a fatal error.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2110 - CC Reply	
Meaning	This event code is used to log the contents of the System Diagnostics Reply (CC) whenever the system is reset. You can use it to verify that all your channels and options are available. For more information, refer to the *Symposium OPEN IVR Installation, Upgrade, and Maintenance Guide*.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2111 - Host Set Minor Alarm	
Meaning	The application processor set a minor alarm condition.
Default Severity	minor
Action to Take	None. Notification only.

2112 - Host Cleared Minor Alarm	
Meaning	The application processor cleared a minor alarm condition.
Default Severity	minor
Action to Take	None. Notification only.
2113 - Error Aborting Fax Process	
Meaning	An error occurred while sending an abort signal to the fax controller process. The value of `errno` is provided in the message.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2114 - Error Aborting TTS Process	
Meaning	An error occurred when sending an abort signal to the TTS controller process. The value of `errno` is provided in the message.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2119 - Host Disconnected - Using Alternate	
Meaning	The previously connected application processor is disconnected. Control is transferred to a standby application processor. If the previously connected application processor lost communications abruptly, the Critical alarm is not set since service is immediately transferred to a new application processor.
Default Severity	critical
Action to Take	Please contact Nortel Customer Service.

2120 - Host Response Received	
Meaning	The delay experienced in host communications (see event 2105) is not due to a break in communications.
Default Severity	critical
Action to Take	Please contact Nortel Customer Service.
2121 - Auto Recovering Trunk *xx* from state	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	None. Notification only.
2122 - Auto Recovery Complete on Trunk *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	None. Notification only.
2123 - *message_name*	
Meaning	The license-manager initialization failed. A specific message is displayed at runtime.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2124 - *message_name*	
Meaning	The connection to the license server failed. A specific message is displayed at runtime.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2125 - *message_name*	
Meaning	A specific message is displayed at runtime. The system cannot read the `license.dat` file. One of the following problems occurred: • A license manager or system configuration or operation problem exists. • The license file is corrupted.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2126 - Connection To License Srvr Established	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2127 - *message_name*	
Meaning	Licenses are not available. A specific message is displayed at runtime.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2128 - Connection to License Server lost	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2129 - *message_name*	
Meaning	A specific message is displayed at runtime. A “license overdraft” occurred. This identifier is a placeholder for a condition that is applicable only to the AP software.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2130 - Reconnected to License Server	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2131 - *message_name*	
Meaning	A specific message is displayed at runtime. An error occurred while attempting to read or parse the `license.dat` file. A problem may exist with one of the following: • the license manager • the system configuration or operation Or, the license file may be corrupted.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2132 - No License Srvr - Discarding Resources	
Meaning	The system cannot find or activate the license manager. No IVR options will be available
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

2133 - *message_name*	
Meaning	A specific message is displayed at runtime. Fewer instances of a particular resource are checked than are configured on the MRS. The `license.dat` file does not enable a sufficient number of instances of the resource; that is, there are fewer instances than the number configured on the MRS.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2134 - Busy cmd while during hangup on *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2135 - Hangup cmd while during busy on *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2136 - SM*aa* Tmr Expired CMD *xx* ST *yy* CH *zz*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2137 - SM*aa* Unxpctd Reply CMD *xx* ST *yy* CH *zz*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2138 - No available DPD resource for chan *xx*	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	None. Notification only.
2139 - *message_name*	
Meaning	A specific message is displayed at runtime. The specified resource is not listed in the `license.dat` file. That is, the `license.dat` file does not match the resources configured on the MRS.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2140 - License feature expired *message_name*	
Meaning	A specific message regarding the particular feature that expired is displayed at runtime.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2141 - Switching Path *xx* is Invalid	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2142 - Switching Cannot Allocate Memory	
Meaning	The action could not be completed because memory space was not found.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2143 - Switching Connection Request Invalid	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2144 - Invalid Disconnect Path, chan *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2145 - Failed to insert tspTotalVsnVolumes in mib list	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2146 - Failed to insert tspTotalNumPorts in mib list	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2147 - Failed to insert tspTotalCalls in mib list	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2148 - Failed to insert tspTotalCallsAns in mib list	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2149 - Failed to insert resourceIndex in mib list	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2150 - Failed to insert resourceType in mib list	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2151 - Failed to insert resourceCount in mib list	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2152 - Failed to insert channelIndex in mib list	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2153 - Failed to insert channelState in mib list	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2154 - Failed to insert channelType in mib list	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2155 - Illegal offset in the resource table =*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2156 - Illegal offset in the channel table = *xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2157 - Failed to connect to snmpd err=	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2158 - Lost connection with the snmpd err =	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2159 - Error processing snmp request err =	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2160 - Unable to add snmpd to proc library	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2161 - Cannot add resource to the snmp rsrc table	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2162 - Requested resource not available	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2163 - Error aborting ASR Process	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

Communication Process (COM) messages

2200 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Advisory only.
2201 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Advisory only.
2202 - Queue Write to PSM failed	
Meaning	A queue-write error to the PSM process occurred.
Default Severity	critical
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.
2203 - Queue Write to COMOUT failed	
Meaning	A queue-write error to the com port output process occurred.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.

2204 - Cannot set signal handler	
Meaning	The process cannot set a timeout on the com port read-signal handler.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2205 - Parity Error on com port	
Meaning	A parity error is detected on the com port.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2206 - Read Failed on com port	
Meaning	A read error occurred on the com port.
Default Severity	critical
Action to Take	Please contact Nortel Customer Service.
2207 - Output Queue Overflow	
Meaning	The application processor is not servicing replies at the appropriate rate. The backlog of unreceived replies exceeds the buffering capacity of the system.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2208 - NAK retry limit exceeded from host	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

Dialogic Channel Manager (DCM) messages

2300 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
2301 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
2302 - Queue Write to TMR Chan *xx* error = *xx*	
Meaning	A queue write error to the timer process occurred, and the value of `g_msg_error_code` is provided.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.
2303 - Open Board #*xx* errno = *yy*	
Meaning	The system cannot open the Dialogic emulated d***xx***xB board.
Default Severity	major
Action to Take	Refer to “Values for errno” on page 5-128

2304 - Trunk Type on Board #*xx* error	
Meaning	An error is encountered in parsing the parameters defined for the trunk-type file for this trunk group.
Default Severity	major
Action to Take	Check the trunk-type file for errors that occurred while modifying values.
2305 - Sourcing Error on Board #*xx*	
Meaning	A board in the system is not tagged properly and, therefore, is not in use.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2306 - Open Channel #*xx* errno = *yy*	
Meaning	The system cannot open the Dialogic channel.
Default Severity	minor
Action to Take	Refer to “Values for errno” on page 5-128.
2307 - Open VSN #*xx* errno = *yy*	
Meaning	The system cannot open a VSN file.
Default Severity	minor
Action to Take	Refer to “Values for errno” on page 5-128.

2308 - Stop on Chan *xx* error = *xx*(*xx*)	
Meaning	A Dialogic function code failed, and the error code returned is provided.
Default Severity	minor
Action to Take	If the first error code is equal to 1 (EDX_SYSTEM), then the second number is equal to the current value of `errno`. Otherwise, you can ignore the second number.
2309 - Wink on Chan *xx* error = *xx*(*xx*)	
Meaning	A Dialogic function code failed, and the error code returned is provided.
Default Severity	minor
Action to Take	If the first error code is equal to 1 (EDX_SYSTEM), then the second number is equal to the current value of `errno`. Otherwise, you can ignore the second number.
2310 - Sethook on Chan *xx* error = *xx*(*xx*)	
Meaning	A Dialogic function code failed, and the error code returned is provided.
Default Severity	minor
Action to Take	If the first error code is equal to 1 (EDX_SYSTEM), then the second number is equal to the current value of `errno`. Otherwise, you can ignore the second number.

2311 - Play on Chan *xx* error = *yy*(*yy*)	
Meaning	A Dialogic function code failed, and the error code returned is provided.
Default Severity	minor
Action to Take	If the first error code is equal to 1 (EDX_SYSTEM), then the second number is equal to the current value of `errno`. Otherwise, you can ignore the second number.
2312 - Recd on Chan *xx* error = *yy*(*yy*)	
Meaning	A Dialogic function code failed, and the error code returned is provided.
Default Severity	minor
Action to Take	If the first error code is equal to 1 (EDX_SYSTEM), then the second number is equal to the current value of `errno`. Otherwise, you can ignore the second number.
2313 - Dial on Chan *xx* error = *yy*(*yy*)	
Meaning	A Dialogic function code failed, and the error code returned is provided.
Default Severity	minor
Action to Take	If the first error code is equal to 1 (EDX_SYSTEM), then the second number is equal to the current value of `errno`. Otherwise, you can ignore the second number.

2314 - Setevent on Chan *xx* error = *yy*(*yy*)	
Meaning	A Dialogic function code failed, and the error code returned is provided.
Default Severity	minor
Action to Take	If the first error code is equal to 1 (EDX_SYSTEM), then the second number is equal to the current value of `errno`. Otherwise, you can ignore the second number.
2315 - Digitmode on Chan *xx* error = *yy*(*yy*)	
Meaning	A Dialogic function code failed, and the error code returned is provided.
Default Severity	minor
Action to Take	If the first error code is equal to 1 (EDX_SYSTEM), then the second number is equal to the current value of `errno`. Otherwise, you can ignore the second number.
2316 - TSRoute on Chan *xx* error = *yy*(*yy*)	
Meaning	A Dialogic function code failed, and the error code returned is provided.
Default Severity	minor
Action to Take	If the first error code is equal to 1 (EDX_SYSTEM), then the second number is equal to the current value of `errno`. Otherwise, you can ignore the second number.

2317 - Tone Def on Chan *xx* error = *yy*(*yy*)	
Meaning	A Dialogic function code failed, and the error code returned is provided.
Default Severity	minor
Action to Take	If the first error code is equal to 1 (EDX_SYSTEM), then the second number is equal to the current value of `errno`. Otherwise, you can ignore the second number.
2318 - Unexpected Event Chan *xx* code = *xx*	
Meaning	An unexpected message is received. The associated command code is provided.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2319 - Queue Write to PSM error = *xx*	
Meaning	A queue write error to the PSM process occurred. The value of `g_msg_error_code` is provided.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.
2320 - R2 Unexp toneon ch *xx*, id=*yy*, r2st=*yy*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2321 - R2 Unexp toneoff ch *xx*, id=*yy*, r2st=*yy*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2322 - R2 playback sig on ch *xx* err = *yy*(*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2323 - R2 Chk evt err ch *xx*, r2st=*yy*, TTst=*zz*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2324 - R2 tones no ld ch *xx*, r2st=*yy*, ignr *zz*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2325 - R2 deltone failed ch *xx* err = *yy*(*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2326 - R2 create sig fail ch *xx* err = *yy*(*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2327 - R2 enab hndlr fail on ch *xx* err= *yy*(*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2328 - R2 dis hndlr fail ch *xx* err = *yy*(*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2329 - R2 tmr failed on chan *xx* err = *yy*(*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2330 - R2 tmr (plyton) err ch *xx* err = *yy*(*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2331 - R2 Err msg not yet defined. *xx yy zz*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2332 - Call Perfect not supported on board *xx*	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

2333 - Speed Cntrl not supported on board *xx*	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2334 - Err getting qual template on board *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2335 - Err setting qual template on board *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2336 - Recorded zero bytes in vsn *xx*	
Meaning	The caller did not leave a message.
Default Severity	advisory
Action to Take	None. Notification only.
2337 - VSN 0*xxx* - Hdr has incorrect file len	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2338 - Can’t find agent id file	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2339 - Enable handler fail on channel *xx*	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2340 - Disable handler fail on channel *xx*	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

Unix Volume Manager (UVM) messages

2400 - Process Startup	
Meaning	The process started successfully
Default Severity	advisory
Action to Take	None. Notification only.
2401 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
2402 - Queue Write failed	
Meaning	A queue-write error occurred.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.
2403 - Failed to delete VSN	
Meaning	The indicated operation experienced errors.
Default Severity	advisory
Action to Take	Retry the operation.
2404 - Failed to copy VSN	
Meaning	The indicated operation experienced errors.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

2405 - Failed to get VSN Volume usage	
Meaning	The indicated operation experienced errors.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2406 - Failed to clear VSN Volume	
Meaning	The indicated operation experienced errors.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2407 - Invalid command received	
Meaning	An unrecognized command code is received.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
2408 - VSN Volume *xx* is 90 percent full	
Meaning	The VSN volume indicated is approaching maximum capacity.
Default Severity	major
Action to Take	Delete unnecessary or unwanted VSNs.
2409 - VSN Volume *xx* is 100 percent full	
Meaning	The VSN volume indicated is at capacity.
Default Severity	critical
Action to Take	Delete unnecessary or unwanted VSNs. Ensure that the VSN volume is not used for installing third-party software.

2410 - VSN Volume *xx* is no longer full	
Meaning	The VSN volume indicated is no longer at capacity.
Default Severity	critical
Action to Take	Please contact Nortel Customer Service.

SNMP Trap (TRAPGEN) messages

2500 - Process Started	
Meaning	The process started successfully
Default Severity	advisory
Action to Take	None. Notification only.
2501 - Process Stopped	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
2502 - A specific message is displayed at runtime.	
Meaning	The error is generated by TRSNet.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
2503 - Process Startup Failure	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
2504 - File netmgmt.conf not found	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.

2505 - Initialization processing failure	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
2506 - Net mgmt failed : incorrect num parms	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
2507 - Net mgmt failed : incorrect syntax	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
2508 - SNMP send failed	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.

Virtual Disk Manager Process (VDM) messages

2600 - Process Startup	
Meaning	The process started successfully
Default Severity	advisory
Action to Take	None. Notification only.
2601 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
2602 - Mirror vdisk*xx* online	
Meaning	The indicated mirror virtual disk is active. All data is accessible after the error is cleared.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2603 - Mirror vdisk*xx* bad parity	
Meaning	The mirror data of the indicated virtual mirror disk is out of synchronization. Perform a restore operation as soon as possible.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2604 - Mirror vdisk*xx* recovering	
Meaning	The indicated mirror virtual disk is in the process of being remirrored and brought up to date.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2605 - Mirror vdisk*xx* lost, Piece:*yy*	
Meaning	A disk failure occurred. One of the pieces of mirror virtual disk is out of service, and the mirror is lost.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2606 - Mirror vdisk*xx* detached, Both Pieces	
Meaning	A disk failure occurred on both the root and parity disks. The disks are no longer associated on the virtual disk.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2607 - Queue Write to PSM error = *xx*	
Meaning	A queue-write error occurred. The value of `g_msg_error_code` is provided.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.
2608 - Mirror vdisk*xx* regained	
Meaning	The indicated mirror virtual disk remirrored the data successfully.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2611 - Mirror vdisk*xx* Status Error	
Meaning	An error is encountered in attempting to obtain the status of the indicated mirror virtual disk.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2613 - Mirror vdisk*xx* disabled	
Meaning	The indicated mirror virtual disk is not accessible.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

Disk Mirroring option (STAR) messages

2615 - Process Startup	
Meaning	The process has started successfully.
Default Severity	advisory
Action to Take	None. Information only.
2616 - Process Shutdown	
Meaning	The process has shut down gracefully.
Default Severity	advisory
Action to Take	None. Information only.
2617 - Mirror Online	
Meaning	The mirror is active, and all data is accessible.
Default Severity	major
Action to Take	None. Information only.
2618 - Mirror Broken *state*/*state*	
Meaning	A disk failure has occurred. One of the disks in the mirror is inaccessible. The *state*/*state* represents the current state of each side of the mirror. For more information, see “Mirror flags” on page 6-5.
Default Severity	major
Action to Take	For a description of the different states of the mirror, see “Mirror flags” on page 6-5. This section also describes the actions necessary to recreate the mirror.

2619 - Mirror Recovering	
Meaning	This is a normal message that identifies the status of a mirror undergoing a regeneration. Data is being copied from the ACTIVE side of the mirror to the side marked as REGEN. While this is taking place, full access to the system is allowed. The regeneration process runs in the background only when there are no disk writes pending. This process runs even if the initiating user logs off the machine.
Default Severity	major
Action to Take	Verify that a `Mirror regained` message is logged when the restoration is complete.
2620 - Mirror Regained	
Meaning	Data on the mirror has been restored successfully. The mirror is active, and all data is accessible
Default Severity	major
Action to Take	None. Information only.
2621 - No Mirroring S/W, Status Check Not Possible	
Meaning	The Western Micro Technology software is not installed on the system and, therefore, the status of the mirror cannot be verified. Specifically, the `etc/mirror` file was not found.
Default Severity	major
Action to Take	Install the Western Micro DMX mirroring software.

2622 - Timer Validation Error	
Meaning	The timer expired message received by the star process was not for the timer started by the process. If this error continues, the status of the mirror will not be checked properly.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer service.
2623 - Queue Write to PSM error -*xx*	
Meaning	A message cannot be sent to the `sm.` process on the machine. The AA Disk Error Reply message is not generated. This error indicates that a problem has occurred involving communication between processes on the machine.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.
2624 - Unexpected Command	
Meaning	An unexpected and unrecognized command was received by the `star` process.
Default Severity	major
Action to Take	This error does not have an impact on the functionality of the `star` process. However, if this problem persists, it may mean that there is something seriously wrong with the MRS software as a whole. If this problem persists, contact Nortel Customer Service.

2625 - Cannot Verify Status of Mirror, No License	
Meaning	The status of the mirror is not verified because a license for disk mirror does not exist in the `license.dat` file.
Default Severity	major
Action to Take	Review the Event Log, and verify that the connection to the License Manager was successful. Look for the following message: `Connection to License Srvr Established` If this message does not appear in the Event Log, then resolve the problem with the License Manager first. For folded systems, invoke the Software Configuration Manager to verify that `STAR Disk Mirroring Support` is set to `NO`. Once this is verified, it will be necessary to obtain a license file that has a license for disk mirroring. To obtain an updated license file, contact Nortel Customer Service.
2626 - Error Checking Mirror Status	
Meaning	An error was encountered while checking the status of the mirror, and the status will not be reported properly.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.

Dialogic T1 Manager (DTM) messages

2700 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
2701 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
2702 - Failed to open T-1 span #*xx* errno = *yy*	
Meaning	The system cannot open the Dialogic T-1 board.
Default Severity	major
Action to Take	Refer to “Values for errno” on page 5-128.
2703 - Queue write failed to PSM Process	
Meaning	A queue-write error occurred to the PSM process.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.
2704 - Red Alarm on T-1 span #*xx*	
Meaning	The indicated alarm state is detected on the listed T1 span.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2705 - Red Alarm Cleared on T-1 span #*xx*	
Meaning	The indicated alarm state is cleared on the listed T1 span.
Default Severity	major
Action to Take	None. Notification only.
2706 - Yellow Alarm on T-1 span #*xx*	
Meaning	The indicated alarm state is detected on the listed T1 span.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2707 - Yellow Alarm Cleared on T-1 span #*xx*	
Meaning	The indicated alarm state is cleared on the listed T1 span.
Default Severity	minor
Action to Take	None. Notification only.
2708 - Blue Alarm on T-1 span #*xx*	
Meaning	The indicated alarm state is detected on the listed T1 span.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2709 - Blue Alarm Cleared on T-1 span #*xx*	
Meaning	The indicated alarm state is cleared on the listed T1 span.
Default Severity	major
Action to Take	None. Notification only.

2710 - Loss of Sync on T-1 span #*xx*	
Meaning	The indicated alarm state is detected on the listed T1 span.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2711 - Sync Regained on T-1 span #*xx*	
Meaning	The indicated alarm state is cleared on the listed T1 span.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2712 - Error Count Saturation on T-1 span #*xx*	
Meaning	The indicated error occurred on the listed T1 span.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2713 - Framing Error on T-1 span #*xx*	
Meaning	The indicated error occurred on the listed T1 span. Ensure that the T1 frame configuration is matched with the Line Side T1 configuration.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2714 - Bipolar Violations on T-1 span #*xx*	
Meaning	The indicated error occurred on the listed T1 span.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2715 - Open Switching Resource error=*xx*	
Meaning	The system cannot open the Dialogic DMX board.
Default Severity	minor
Action to Take	Refer to “Values for errno” on page 5-128.
2716 - Switching Resource not Installed	
Meaning	The system attempted to use the switching resource when it was not installed.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2717 - Path #*xx* is Invalid	
Meaning	An invalid path number is specified in a path command.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2718 - PEB #*xx* is Invalid	
Meaning	A trunk on an invalid PEB number is specified in a path command.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2719 - Trunk #*xx* is not Connected	
Meaning	An attempt is made to disconnect a trunk that is not connected to a path.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2720 - Disconnecting Trunks error=*xx*	
Meaning	A Dialogic function code failed. A Dialogic error code is returned.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2721 - Cannot Allocate Memory	
Meaning	The DTM process cannot allocate the memory required to manage the active path-connection table.
Default Severity	minor
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used.

	• Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously. Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.

2722 - Connection Table Search Error	
Meaning	An error is encountered while searching the active path-connection table.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2723 - Connecting Trunks error=*xx*	
Meaning	A Dialogic function code failed. The error code returned is provided in the error message, which is the Dialogic error code.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2724 - Switching Resource Clock Source Failure	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2725 - Lost digital signal on E-1 span #*xx*	
Meaning	The Dialogic DMX board lost a valid source for PEB clocking. This condition can occur if the network interface card on the primary PEB bus (PEB 1) is experiencing errors.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2726 - Regained digital signal on E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2727 - Receive unframed all ones E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2728 - Unframed all ones cleared E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2729 - Frame Sync Error on E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2730 - Frame Sync Error Cleared E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	None. Notification only.
2731 - Receive Remote Alarm on E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2732 - Receive Remote Alarm Cleared E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	None. Notification only.

2733 - Bipolar Violations on E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2734 - Bipolar Violations Cleared E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	None. Notification only.
2735 - CRC Error Count Saturation E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2736 - CRC Error Count Cleared E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	None. Notification only.
2737 - Error Count Saturation on E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2738 - Error Count Cleared on E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	None. Notification only.

2739 - Receive Loss of Sync on E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2740 - Receive Sync Regained on E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	None. Notification only.
2741 - Multiframe Sync Error on E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2742 - Multiframe Sync Err Cleared E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	None. Notification only.
2743 - Receive signaling all ones E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2744 - Signaling all ones cleared E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2745 - Rcv distant multiframe alrm E-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2746 - Distant multiframe alrm clrd E1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2747 - Startup without Sync on T-1 span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

GammaLink Fax Process (GLFC) messages

2800 - Port *xx* Bad fax board type: *yy*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2801 - Port *xx* Unsupported CLIFF command:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2802 - Port *xx* Bad DELIM value:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2803 - Port *xx* Bad DOC_CNTRL param:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2804 - Port *xx* Bad DOC_CNTRL value:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2805 - Invalid PSM event:*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2806 - Port *xx* FSM stopped on bad event:*yy*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2807 - Port *xx* Bad HEADER format	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2808 - Port *xx* Bad HEADER param:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2809 - Port *xx* Bad HEADER value:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2810 - Port *xx* Bad IMAGE param:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2811 - Port *xx* Bad IMAGE value:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2812 - Port *xx* Bad OVERLAY param:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2813 - Port *xx* Bad OVERLAY value:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2814 - Port *xx* Invalid Fax file type:*yy*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2815 - Port *xx* Can't merge image file:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2816 - Port *xx* Can't set header (code:*yy*):	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2817 - Port *xx* Can't fork receiver - pid:*yy*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2818 - Port *xx* Can't fork sender - pid:*yy*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2819 - Port *xx* Can't initialize this port	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2820 - Port *xx* Can't listen to Net timeslot *yy*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2821 - Port *xx* Can't create GammaFax pipe:	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2822 - Port *xx* Can't allocate FCB	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2823 - Port *xx* Can't allocate OVERLAY record	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2824 - Port *xx* Can't open list file:	
Meaning	The list file is not present.
Default Severity	minor
Action to Take	Confirm that the list file is present, and check the permissions.
2825 - Port *xx* Can't open temp file:	
Meaning	The list file is not present.
Default Severity	minor
Action to Take	Confirm that the list file is present, and check the permissions.
2826 - Port *xx* Can't set (value:*yy* code:zz):	
Meaning	The list file is not present.
Default Severity	minor
Action to Take	Confirm that the list file is present, and check the permissions.
2827 - Can't read configuration for board *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2828 - Port *xx* Can't receive Fax (code:*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2829 - Port *xx* Can't delete temp file:	
Meaning	The list file is not present.
Default Severity	minor
Action to Take	Confirm that the list file is present, and check the permissions.
2830 - Port *xx* Can't send Fax (code:*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2831 - Port *xx* Can't gl_unlisten()	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2832 - Port *xx* Can't close app pipe (code:*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2833 - Port *xx* Can't close fax pipe (code:*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2834 - Port *xx* Merge command failed:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2835 - Port *xx* Too many overlays:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2836 - Port *xx* Can't disable events (code:*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2837 - Port *xx* Can't enable event *yy* (code:*zz*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2838 - Port *xx* Unsupported file type:EPSON	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2839 - Port *xx* Can't open Fax file:	
Meaning	The file is not present or is incorrectly named.
Default Severity	minor
Action to Take	Confirm that the file is present and is named correctly.

2840 - Port *xx* Can't open IMAGE file:	
Meaning	The file is not present or is incorrectly named.
Default Severity	minor
Action to Take	Confirm that the file is present and is named correctly.
2841 - Port *xx* Can't open OVERLAY file:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2842 - Invalid GammaFax port:*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2843 - Port *xx* Mixing BFT and other type(s)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2844 - Port *xx* Mixing IMAGE and OVERLAY	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2845 - Port *xx* Can't gfdMakeNmPipe (code:*yy*):	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2846 - Port *xx* Can't make remote pipe (code:*yy*)	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2847 - Port *xx* Fax resource not reset	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2848 - Zero GammaFax ports installed	
Meaning	The fax ports are not configured.
Default Severity	major
Action to Take	Check the ccc code line in the `usr/adm` messages log to verify the ports. Also use `sci/config` to confirm whether ports are configured for the fax card. If ports are not configured, then configure them. If they are already configured, then contact Nortel Customer Service.
2849 - Got SIGC(H)ILD but no child running	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2850 - GammaFax dispatcher not running	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2851 - Port *xx* No DELIM value	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2852 - Port *xx* No DOC_CNTRL value for:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2853 - Port *xx* No FCB for this port	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2854 - Port *xx* No files to send	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2855 - Port *xx* Out of file handles	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2856 - Port *xx* No HEADER value for:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

2857 - Port *xx* No IMAGE value for:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2858 - Port *xx* No OVERLAY value for:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2859 - Port *xx* Can't get timeslot (code:*yy*)	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2860 - Port *xx* Range error (value:*yy*):	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2861 - Port *xx* Can't remove pipe (code:*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2862 - gl_scenter() failed	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

2863 - gl_scexit() failed	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
2864 - Port *xx* Can't set action (code:*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2865 - Port *xx* Can't set timeout (code:*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2866 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
2867 - Process Shutdown (status:*xx*)	
Meaning	The process shut down gracefully.
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	None. Notification only.

2868 - Port *xx* VSN error:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2869 - Port *xx* Error in sending (code:*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
2870 - Port *xx* Error in receiving (code:*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

Backup application processor (BAS) messages

2900 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
2901 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
2902 - Hostfail Application Activated	
Default Severity	minor
Meaning	The `hostfail` application is activated by one of the following events: • Communications with the host is lost and the Auto Announce mode is set to announce. • A maintenance person ran the call-in diagnostics test. • A maintenance person forced the system into announcement mode from the SCI.
Action to Take	None. Notification only.
2903 - Hostfail Application Stopped	
Meaning	The `hostfail` application is deactivated by one of the following events: • Communication is regained with the host. • The call-in diagnostics test is halted.
Default Severity	minor
Action to Take	None. Notification only.

Hardware Manager (HWM) messages

3100 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
3101 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
3102 - Power Source Battery Low	
Meaning	Information on this error code is not available.
Default Severity	critical
Action to Take	Please contact Nortel Customer Service.
3103 - Power Source AC Failure	
Meaning	Information on this error code is not available.
Default Severity	critical
Action to Take	Please contact Nortel Customer Service.
3104 - Power Source Temperature Warning	
Meaning	Information on this error code is not available.
Default Severity	critical
Action to Take	Please contact Nortel Customer Service.

3105 - Power Source Operating Normally	
Meaning	Information on this error code is not available.
Default Severity	critical
Action to Take	Please contact Nortel Customer Service.

Voice Recognition Process VR/160 Board (VCS) messages

3200 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
3201 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
3202 - Queue Write to TMR Chan *xx* error = *yy*	
Meaning	A queue-write error to the specified channel occurred. The value of `g_msg_error_code` is provided.
Default Severity	minor
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.
3203 - Open Board #*xx* errno = *yy*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3204 - Open Channel #*xx* errno = *yy*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

3205 - Stop on Chan *xx* error = *yy*(*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3206 - Start Rcg Failed Chan *xx* err = *yy*(*yy*)	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3207 - Unexpected Event Chan *xx* code = *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3208 - Queue Write to PSM error = *xx*	
Meaning	A queue-write error occurred. The value of `g_msg_error_code` is provided.
Default Severity	minor
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.
3209 - Set Param Failed Chan *xx* errno = *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

3210 - Set Route Failed Chan *xx* errno = *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3211 - Set Handler Failed Chan *xx* errno =*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3212 - Suppressing Recog Abort Reply	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3213 - Recog Aborted Chan *xx*, errno = *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

Country Configuration Server (CCS) messages

3300 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
3301 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
3302 - Invalid command *xx* received	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3303 - Queue write failure, error=*xx*	
Meaning	A queue-write error occurred. The value of `g_msg_error_code` is provided.
Default Severity	major
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.
3304 - Failed to init Integration Server client	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

3305 - Failed to discnnct from Integration Srvr	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3306 - Failed to receive tone template for: *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

L&H Text-To-Speech Manager Event Codes (ATTS) messages

3500 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
3501 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
3502 - Invalid TTS device specified	
Meaning	The TTS device is not recognized.
Default Severity	minor
Action to Take	Check the TTS configuration in `sci/config/list`. If the configuration is invalid, contact Nortel Customer Service.
3503 - ASCII file > 100,000 characters	
Meaning	This error code is not currently used.
Default Severity	minor
Action to Take	None. Internal use only.
3504 - TTS port *xx* open failed:	
Meaning	This error is generated when the L&H TTS process fails to open a port on the Antares card.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

3505 - Invalid Language in devices file	
Meaning	The system does not recognize the installed language file.
Default Severity	major
Action to Take	`Use sci/config` to confirm that the correct language file is installed. If not, then please contact Nortel Customer Service.
3506 - Error reading info from Antares Board	
Meaning	A low-level driver call failed, which is not a critical call as it is used only to check that you configured the board speed correctly.
Default Severity	major
Action to Take	Even though this is not a critical call, it can indicate a significant problem with the Antares card. However, if you see this error by itself, you can ignore it. If the error is accompanied by other errors, such as port open errors, then contact Nortel Customer Service.
3507 - Bad value in 7th element of Ant. eprom	
Meaning	The value in the `eprom` of the Antares board is not the expected value.
Default Severity	major
Action to Take	If you see this error by itself, you can ignore it. If the error is accompanied by other errors, such as port open errors, then contact Nortel Customer Service.

3508 - Wrong brd speed entered by user	
Meaning	You entered the incorrect board speed.
Default Severity	major
Action to Take	Access `/sci/setup/options/antares` and change the board speed to the correct value, either 33 MHz or 50 MHz.

Aculab Channel Manager (ACM) messages

3600 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
3501 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
3602 - Queue write failed to PSM error=*xx*	
Meaning	A queue-write error occurred. The value of `g_msg_error_code` is provided.
Default Severity	minor
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.
3603 - Failed to open E-1 port *xx*	
Meaning	Information on this error code is not available.
Default Severity	critical
Action to Take	Please contact Nortel Customer Service.

3604 - Open Switching Resource error=*xx*	
Meaning	The system does not recognize the installed language file.
Default Severity	major
Action to Take	Use `sci/config` to confirm that the correct language was installed. If it is not, then please contact Nortel Customer Service.
3605 - Path #*xx* is Invalid	
Meaning	The system does not recognize the specified path.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
3606 - PEB #*xx* is Invalid	
Meaning	The system does not recognize the specified PEB.
Default Severity	minor
Action to Take	Use `sci/config/list` to confirm that PEB 0 or 1 is named. If it is not, then correct it. If you are unable to do so, contact Nortel Customer Service.
3607 - Disconnecting Trunks error=*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

3608 - Cannot Allocate Memory	
Meaning	The action could not be completed because memory space was not found.
Default Severity	major
Action to Take	A memory allocation error has occurred when a process on the system was unable to allocate the memory required to perform its function. Typically, this means that the swap file is too small for the total memory requirements of the programs running on the system. Consider the following scenarios that can cause this error condition, and follow the suggested actions: • Is the size of the virtual memory (swap) file insufficient to accommodate the total memory requirements of the programs that run simultaneously on the system? • Has the number of programs increased recently? • Has the volume of phone calls or the number of configured ports increased significantly? If any of these situations exist, then increase the swap file by 15 percent to accommodate the increased memory requirements. Note that as you increase the size of the swap file, additional disk space is used. • Is one of the programs that runs on your system using a significant amount of memory? This situation reduces the amount of virtual memory available to the other programs that are running simultaneously.

	Type one of the following UNIX commands for each program that is running: **`ps -elf`** or **`vmstat`** • Is a program allocating memory while running, yet failing to make memory available to the system after the program is run? Type one of the following UNIX commands to determine whether the memory for any programs is increasing, paying particular attention to memory associated with user functions: **`ps -elf`** or **`vmstat`** • Is a particular program requesting more memory than is available on the system? Refer to the process named with the error message to assist in identifying the specific program. • Did changes to the system occur that may cause this process to request significant amounts of memory? • Did another system problem occur immediately preceding the indication of this error? If so, the previous problem may be the root cause of the current error. Read the log files to identify problems that occurred prior to notification of the current error. Resolve the previous problems. If you pursue each recommended action and cannot resolve the problem, gather the information suggested above, including the log files, and contact Nortel Customer Service.
3609 - Connection Table Search Error	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

3610 - Connecting Trunks error=*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3611 - Switching Resource Clock Source Failure	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3612 - Loss of Signal on E-1 Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
3613 - Signal Cleared on E-1 Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	None. Notification only.
3614 - Loss of Synchronisation on E-1 Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	None. Notification only.
3615 - Synchronisation Regained on E-1 Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	None. Notification only.

3616 - E1 Alarm from Remote End On Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3617 - Cleared E1 Alrm from Remote End Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	None. Notification only.
3618 - E1 Error Rate > a in 1000 On Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3619 - Cleared E1 Error Rate > 1000 On Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	None. Notification only.
3620 - E1 Alarm in Service Word On Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3621 - Cleared E1 Alarm in Srvc Word On Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	None. Notification only.

3622 - E1 Frame Slip in Rcv Buffer On Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3623 - Cleared E1 Frame Slip in Rcv Buf Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	None. Notification only.
3624 - E1 Bipolar Code Violation On Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3625 - Cleared E1 Bipolar Code Violation Prt *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	None. Notification only.
3626 - E1 CRC Error On Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3627 - Cleared E1 CRC Error On Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	None. Notification only.

3628 - E1 False Frame Alignment On Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3629 - Cleared E1 False Frame Alignment Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	None. Notification only.
3630 - E1 CAS Multiframe Lost On Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
3631 - Cleared E1 CAS Multiframe Lost Port *xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	None. Notification only.
3632 - Failed to set local clocking E-1 port *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

UASR Process messages

3800 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
3801 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
3802 - Open Stats File Fail: *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3803 - Write Stats File Fail: *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3804 - Subsystem Initl Fail	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

3805 - Recog *xx* Open Fail:	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
3806 - Recog *xx* Load Weights Fail:	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
3807 - Recog *xx* Load Tree Fail:	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
3808 - Recog *xx* Abort Recog Fail:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3809 - Recog *xx* Halt (State yy) Fail:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3810 - Recog *xx* Time Slot Route Fail:	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

3811 - Recog *xx* Init Line Fail:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3812 - Recog *xx* Set Act Vocab Fail:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3813 - Recog *xx* Start Recog Fail:	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
3814 - Recog *xx* Speech Save Fail:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3815 - Recog *xx* Speech Save Can't:	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

HARK Process messages

3900 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
3901 - Invld pathname for conf file for grp *xx*	
Meaning	The process shut down gracefully.
Default Severity	minor
Action to Take	None. Notification only.
3902 - Err processing HRM conf file for grp *xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
3903 - Invalid class for grp *xx*, using default	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3904 - Process shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.

3905 - Error acquiring Recognizer for chan *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3906 - Recognition error on Recog for chan *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3907 - Fatal error on Recognizer for chan *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3908 - Hark error on Recognizer for chan *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
3909 - Attempted voice recog in invld state *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

BRI Process messages

4100 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
4101 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
4102 - Queue write failed to PSM error=*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4103 - Open Board #*xx* Failed	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
4104 - Open Channel #*xx* Failed	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

4105 - Close Channel #xx Failed	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4106 - Receive Lost Signal on port #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4107 - Clear Lost Signal on port #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4108 - Receive Lost Synch on port #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4109 - Clear Lost Synch on port: #xx	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4110 - Outdial failed on Channel #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

4111 - Transfer failed on Channel #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4112 - Transfer failed on Channel #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

PTC Process messages

4200 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
4201 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
4202 - Failed to open device number *xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
4203 - Unable to allocate buffers	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4204 - Reset failed	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

4205 - Unexpected command, chan *xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4206 - Unable to perform ioctl request	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
4207 - Unable to read device number *xx*	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
4208 - Unable to use select	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
4209 - Out of chnl rsrcs, available *xx*	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

Centigram TTS Process (CTTS) messages

4300 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
4301 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
4302 - Invalid TTS device specified	
Meaning	This error is not currently used.
Default Severity	minor
Action to Take	Internal use only.
4303 - TTS port *xx* open failed:	
Meaning	The Centigram TTS process fails to open a port on the Antares card.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
4304 - TTS port *xx* close failed:	
Meaning	This error is generated when the CTTS process fails to properly close a port on the Antares card.
Default Severity	advisory
Action to Take	If the MRS is started again without problems, you can ignore this error. However, if a port-open failure occurs, then contact Nortel Customer Service.

4305 - TTS port *xx* route failed:	
Meaning	This error occurs only on PEB systems and is generated when the CTTS process attempts to route a synthesizer to a timeslot on the PEB bus and fails.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
4306 - TTS port *xx* speak failed:	
Meaning	A speak failed. The verbose output of the process indicates the particular speak that failed.
Default Severity	advisory
Action to Take	If this error message is displayed repeatedly and system performance is hindered, then contact Nortel Customer Service.
4307 - TTS port *xx* abort failed:	
Meaning	An abort speak failed, which is not a major concern.
Default Severity	advisory
Action to Take	If this error message exists alone, you can ignore this message. However, if other messages surround this message, a more serious problem may exist. Please contact Nortel Customer Service.
4308 - TTS port *xx* speak error:	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

4309 - Invalid Language in devices file	
Meaning	The `/usr/vrs/parms/tts/devices` file is written improperly by the SCI.
Default Severity	major
Action to Take	Check the configuration of each DSP on the Antares card and verify that Centigram English (or the correct language for your system) is configured on each DSP.
4310 - Error reading info from Antares Board	
Meaning	A low-level driver call failed, which is not a critical call as it is used only to check that you configured the board speed correctly.
Default Severity	major
Action to Take	Even though this is not a critical call, it can indicate a significant problem with the Antares card. However, if you see this error by itself, you can ignore it. If the error is accompanied by other errors, such as port open errors, then contact Nortel Customer Service.
4311 - Bad value in 7th element of Ant. eprom	
Meaning	The value in the `eprom` of the Antares board is not the expected value.
Default Severity	major
Action to Take	If you see this error by itself, you can ignore it. If the error is accompanied by other errors, such as port open errors, then contact Nortel Customer Service.

4312 - Wrong brd speed entered by user	
Meaning	You entered the incorrect board speed.
Default Severity	major
Action to Take	Access `/sci/setup/options/antares` and change the board speed to the correct value (33 MHz or 50 MHz).

GlobalCall Process (GC) messages

4400 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
4401 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
4402 - Queue write failed to PSM error=#*xx*	
Meaning	The GlobalCall process failed to write to the socket while communicating with PSM.
Default Severity	advisory
Action to Take	From the `/sci` menu, type the following command: `/sci> reset` If the problem persists, contact Nortel Customer Service.
4403 - Open Board #*xx* Failed	
Meaning	The system failed to open the card. The card is either not installed or not functional.
Default Severity	major
Action to Take	Verify that the card is properly installed. If it is not, then please contact Nortel Customer Service.

4404 - Open Channel #*xx* Failed	
Meaning	The system failed to open the channel. The channel is either not installed or not functional.
Default Severity	minor
Action to Take	Verify that the card is physically installed in the system and that channels are available.
4405 - Close Channel #*xx* Failed	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4406 - Loss of T1 signal on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4407 - Restored T1 signal on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4408 - Received red alarm on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

4409 - Clear red alarm on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4410 - Bipolar count saturation PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4411 - Clear bipolar count saturation PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4412 - Error count saturation on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4413 - Clear error count saturation on #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4414 - Received yellow alarm on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

4415 - Clear yellow alarm on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4416 - Received carrier loss on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4417 - Carrier loss restored on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4418 - Received frame bit error on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4419 - Frame bit error restored on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4420 - Received blue alarm on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

4422 - Clear blue alarm on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4423 - Loss of sync restored on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4424 - Out of Frame error on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4425 - Out of Frame restored on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4426 - B8ZSD error on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4427 - B8ZSD restored on PRI span #*xx*	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

Generic ASR Process (ASR) messages

4500 - Process Startup	
Meaning	The process started successfully.
Default Severity	advisory
Action to Take	None. Notification only.
4501 - Process Shutdown	
Meaning	The process shut down gracefully.
Default Severity	advisory
Action to Take	None. Notification only.
4502 - Devices File Error:	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
4503 - Vocabmap File Error:	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
4504 - DTMFmap File Error:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

4505 - DTMFmap Error:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4506 - Recog Alloc Fail:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4507 - Protocol Synch Error: Recog Busy	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4508 - Corrupt Set Parameters Message	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4509 - API Func Fail:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4510 - Event received on unknown recog:	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

4511 - Bad / Unknown Vendor:	
Meaning	The card is not recognized, or the board is not correctly set up.
Default Severity	major
Action to Take	Use `sci/config/list` to verify the speech recognition card identification and setup. If the setup is correct, then contact Nortel Customer Service.
4512 - Unknown Recognizer DSP Board	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Use `sci/config/list` to verify the speech recognition card identification and setup. If the setup is correct, then contact Nortel Customer Service.
4513 - Configured & Detected Boards Mismatch:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4514 - Deviceids File Error:	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
4515 - Vocabids File Error:	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

4516 - Resource Registration Failure	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
4517 - Command Received for Unknown Recog:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4518 - Unknown Result Format:	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.
4519 - Vendor Vocab for Gen Vocab id *xx* Unknown	
Meaning	Information on this error code is not available.
Default Severity	minor
Action to Take	Please contact Nortel Customer Service.

Nortel Runtime Daemon (VRTD) messages

9020 - Generations was not started	
Meaning	The AP came up, but Generations failed to start. The specific process path is displayed at runtime.
Default Severity	fatal
Action to Take	This entry is found in the Transaction Log. Reboot the AP. If the problem recurs, please contact Nortel Customer Service.
9021 - TSP was not started	
Meaning	The MRS came up only with SCO active, but the MRS functions failed to start.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
9022 - License manager	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
9023 - Process terminated abnormally	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
9024 - Process didn’t start	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Retry the process. If it fails again, then please contact Nortel Customer Service.

9025 - Couldn’t start service processes	
Meaning	Information on this error code is not available.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
9026 - System is down	
Meaning	If this message is displayed during a normal shutdown, it is provided for information purposes only. If the message is displayed and no shutdown was initiated, then check your logs. Reboot the system. If the problem recurs, then please contact Nortel Customer Service.
Default Severity	fatal
Action to Take	Please contact Nortel Customer Service.
9027 - Reset is complete	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
9028 - Logger/Timer	
Meaning	Information on this error code is not available
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
9029 -Action index is out of bounds	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

9030 - Unquoted string found	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
9031 - Missing severity or action index	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.
9032 - Could not send snmp trap	
Meaning	Information on this error code is not available.
Default Severity	major
Action to Take	Please contact Nortel Customer Service.

Security Development Environment (SDV) messages

9920 - Max instances already running -	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.
9921 - Process already running -	
Meaning	Information on this error code is not available.
Default Severity	advisory
Action to Take	Please contact Nortel Customer Service.

Values for errno

These are the most commonly occurring values for `errno` in decimal notation.

2 - ENOENT	
Meaning	No such file or directory exists.
4 - EINTR	
Meaning	An interrupted system call occurred.
6 - ENXIO	
Meaning	No such device or address exists.
13 - EACCES	
Meaning	Permission is denied.
16 - EBUSY	
Meaning	The mount device is busy.
17 - EEXIST	
Meaning	The file exists.
22- EINVAL	
Meaning	The argument is invalid.
28 - ENOSPC	
Meaning	No space is available on the device.

Values for g_msg_error_code

These are the most commonly occurring values for `g_msg_error_code`. These numbers are expressed in decimal notation; if the error code is expressed in hexadecimal notation, convert the code to decimal notation.

1 - MSGERR_SIGCATCH	
Meaning	A signal terminated the call.
0 - MSGERR_NO_ERRO	
Meaning	The last operation succeeded.
-7 - MSGERR_MSGSEND_FAIL	
Meaning	A message is not sent.
-8 - MSGERR_MSG_OVERFLOW	
Meaning	A message is written to a full queue.
-9 - MSGERR_MSGRECV_FAIL	
Meaning	A message is not received.
-10 - MSGERR_BAD_SIZE	
Meaning	The message being sent is too large, or the specified queue ID is invalid.
-11 - MSGERR_MSG_TOO_BIG	
Meaning	The message being received by the queue is too large.

Values for Dialogic Error Codes

These are the most commonly occurring Dialogic error codes in decimal notation.

0 EDX_NOERROR	
Meaning	No errors exist.
1 EDX_SYSTEM	
Meaning	A system error is indicated.
2 EDX_FWERROR	
Meaning	A firmware error is indicated.
3 EDX_TIME-OUT	
Meaning	The function timed out.
8 EDX_BADPROD	
Meaning	The function is not supported on this board.
9 EDX_BUSY	
Meaning	The device is already busy.

Chapter 6: Disk Mirroring option messages

Message type	See page
Mirror status codes	6-3
Mirror flags	6-5
Event Log messages	6-8

Overview of Disk Mirroring option messages

This chapter describes disk mirror status codes and messages.

Note: A disk failure sets the Major alarm, and an error message is imprinted in the error log file. Recovery from a failure is not automatically performed by this option. Review the error log, and replace the failed disk if necessary.

Chapter organization

Messages in this chapter appear in alphabetical or numerical order.

Mirror status codes

The state of each side of the mirror is described in the following mirror status codes.

ACTIVE	
Meaning	Mirror is good and in use.
DISK ERROR	
Meaning	A disk error is reported on the mirror device, which usually indicates a hardware failure. This side of the mirror device will not be used.
ERROR	
Meaning	Could not obtain status information from the drive.
MISMATCH	
Meaning	The date codes are different on the mirror parts.
NEED REGEN	
Meaning	This side of the mirror's date stamp is out of date.
NOT SETUP	
Meaning	Mirror information is not available on this drive.
REGEN	
Meaning	This side of the mirror is in the process of being regenerated.

Error Conditions and Recovery

General error actions

When a DMX mirror error occurs, the mirror read flag is turned OFF for the offending half of the mirror. After four additional errors, the offending half of the mirror is turned OFF. The error count is cumulative since the system was last booted.

Specific error recovery procedures

Although it is not possible to specify all types of errors, some of the more common errors and recovery procedures are provided here.

> ***Note:*** The status codes may be reversed; that is, the master side may actually reflect what the slave side says in the following examples. If recovery procedures differ significantly, they are discussed separately.

Mirror flags

ACTIVE/ACTIVE	
Meaning	This is the status of a completely correct, mounted mirror. The mirror is currently in use.
Action to Take	None. Notification only.
ACTIVE/ERROR	
Meaning	A major systemic error exists on the slave side.
Action to Take	By checking log files such as `/usr/adm/messages` as well as the DMX mirror log, you may be able to determine the type or error that occurred, and then take appropriate corrective steps. Once completed, DMX should clear the ERROR and replace it with NEED REGEN. (For more information, see ACTIVE/NEED REGEN.)
ACTIVE/MISMATCH	
Meaning	This error is the result of a mismatch in the mirror specification on the offending side. DMX expected mirror information to be identical.
Action to Take	Remove and then rebuild the mirror. Make sure that both sides are accessible.
ACTIVE/NEED REGEN	
Meaning	This error is a result of an incorrect date stamp in the slave drive. The NEED REGEN side is out of date.
Action to Take	Use the following steps to restore the mirror: 1 Turn off the slave side of the mirror using the `Fix Broken Mirror: Turn Off Standby Element` option. 2 Start a regeneration using the `Fix Broken Mirror: Fix Mirror by Copy` option.

ACTIVE/NOT SETUP	
Meaning	This error occurs when the mirror specification on both sides (master and slave) is not complete. DMX expected mirror information to be available on the slave mirror component, but did not find any.
Action to Take	Remove and then rebuild the mirror. Make sure that the two systems are accessible to each other.
ACTIVE/OFF	
Meaning	This error is a result of one of the following: • a disk error • the use of the `Fix Broken Mirror: Turn Off Standby Element` menu selection
Action to Take	In the case of a disk error, the master or slave side is unreliable (there are disk errors on the respective side of the mirror). Proper maintenance is indicated on the offending side: 1 Fix any drive errors. 2 Make certain that the offending side functions correctly. As soon as it is certain that the system is repaired, perform the following steps to correct both error possibilities: 1 Boot the system into multi-user mode. 2 Type **`/etc/mirror`**. 3 Start a regeneration using `Fix Broken Mirror: Fix Mirror by Copy`.

ACTIVE/REGEN	
Meaning	This message is the normal status of a mirror undergoing a regeneration. Data is being copied from the ACTIVE side of the mirror to the side marked REGEN. While this is taking place, full access of the mirror may be made; the regeneration process runs in the background only when there are no disk writes pending. The regeneration process runs in the background even if the initiating user logs off the machine. The process may be terminated with a `kill` statement to the proper process ID number. If this happens, the target mirror element is flagged as NEED REGEN, and is not available for reads.
Action to Take	None. Notification only.
OFF/ACTIVE	
Meaning	This error is a result of one of the following: • a disk error • the use of the `Turn Off Primary Element` menu selection
Action to Take	In the case of a disk error, the master disk file system has become unreliable (there are disk errors on the master side of the mirror). Proper maintenance is indicated on the master side. If the installation contains “hot swap” drives, do the following: 1 Replace the offending drive(s). 2 Use the `Fix Broken Mirror: Fix By Copy` selection to bring the mirror back into compliance.

Event Log messages

For Disk Mirroring option messages that appear in the Event Log, see Chapter 5, “Multimedia Resource Server messages”.

Chapter 7: Application Graphical Debugger messages

Message type	See page
Application Graphical Debugger messages	7-3

Overview of Application Graphical Debugger messages

This chapter provides information about Symposium OPEN IVR Application Graphical Debugger error messages.

Chapter organization

Messages in this chapter appear in alphabetical order.

Application Graphical Debugger messages

Application debugging is in progress.	
Meaning	The system displays this error message if you invoke another debugger session within the same AP software process.
Action to Take	Ensure that only one debug session is running for each AP software process.
Application is already executing.	
Meaning	You tried to continue an application that is already executing.
Action to Take	Do not select the `Continue` option when an application is already executing.
Application is already stopped.	
Meaning	You tried to interrupt an application that is already stopped.
Action to Take	Do not select the `Interrupt` option when the application is already stopped.
Application is executing: must be interrupted.	
Meaning	The application must reach a breakpoint before you can perform the selected function. For example, this message is displayed by the system if you select the `Continue` option when the application is currently processing a call.
Action to Take	Perform this command when the application is interrupted or reaches a breakpoint.

Application is not active.	
Meaning	A call is required to activate the application. For example, this message is displayed by the system if you select the option Interrupt when the application is not currently processing a call.
Action to Take	Place a call into the application.
Application is not loaded in CLI.	
Meaning	You are trying to debug an application that is not loaded.
Action to Take	Exit the IVR Developer. Load and start the application using the System Administration Interface before invoking the debugger.
Application or channel is required.	
Meaning	You did not specify the correct application or channel information in the command line.
Action to Take	Ensure that you provide the correct name of an application or channel in the command line and restart the debugger.
Application was unloaded from CLI.	
Meaning	The application was unloaded before a call came into the application.
Action to Take	Exit from the IVR Developer, load and start the application using the System Administration Interface before restarting the debugger.
Breakpoint does not exist.	
Meaning	You tried to delete a breakpoint that is not currently set.
Action to Take	Ensure that you do not attempt to delete breakpoints that are not set as breakpoints.

Breakpoint exists.	
Meaning	You tried to set a breakpoint at a cell that is already set as a breakpoint.
Action to Take	Ensure that you do not enter breakpoints that are already breakpoints.
Breakpoint must be of the form 'APP:CELL'.	
Meaning	This is a fatal error.
Action to Take	Contact Nortel Customer Service.
Cannot connect to CLI.	
Meaning	The AP software process is currently not started.
Action to Take	Start the AP software process and start the debugger.
Connection to CLI is down.	
Meaning	AP software went down while the debugger was connected to it.
Action to Take	Quit the debugger. Restart the debugger after the AP software process is started again.
Failed to send port number to CLI.	
Meaning	This is a fatal error.
Action to Take	Contact Nortel Customer Service.
Incorrect ACK message received.	
Meaning	This is a fatal error.
Action to Take	Contact Nortel Customer Service.

Invalid application name.	
Meaning	You are trying to invoke an application that is not currently listed in the apps directory.
Action to Take	Ensure that you provide the correct name of the application, and restart the debugger.
Invalid breakpoint ID.	
Meaning	This is a fatal error.
Action to Take	Contact Nortel Customer Service.
Invalid buffer index.	
Meaning	This is a fatal error.
Action to Take	Contact Nortel Customer Service.
Invalid cell number.	
Meaning	You entered an invalid cell number.
Action to Take	Ensure that you enter a valid cell number.
Invalid channel number.	
Meaning	You are trying to invoke an invalid channel number in the command line.
Action to Take	Ensure that you provide the correct channel number.
Invalid protocol command.	
Meaning	This is a fatal error.
Action to Take	Contact Nortel Customer Service.
Invalid protocol return-value.	
Meaning	This is a fatal error.
Action to Take	Contact Nortel Customer Service.

Invalid SID.	
Meaning	This is a fatal error.
Action to Take	Contact Nortel Customer Service.
Invalid state.	
Meaning	This is a fatal error.
Action to Take	Contact Nortel Customer Service.
Timeout received waiting for ACK message.	
Meaning	This is a fatal error.
Action to Take	Contact Nortel Customer Service.

Chapter 8: Web Option messages

Message source	See page
Web server messages	8-3
Web browser messages	8-5

Overview of Web Option messages

This chapter presents an overview of messages that appear on the Console. It also cross-references the other chapters in which Web Option messages are explained.

Chapter organization

Messages in this chapter are grouped by source. Within each group, messages appear in alphabetical order.

Web server messages

If an error occurs on the Web server side, one of the following error messages is displayed to the Web browser.

Server Error	
Meaning	If your Web browser displays a page indicating Server Error, the Web browser is unable to communicate with the Web server.
Action to Take	Restart your Web server.
Socket Communications Error	
Meaning	If your Web browser displays a page indicating that a Socket Communication Error occurred, the OPEN IVR CGI script failed to do one of the following: • open a connection to the application processor • send the Input dictionary to the application processor or • get the Output dictionary from the application processor
Action to Take	Make sure AP software is running. Make sure that a Web MRS is configured and that both the WIP and WIP_AP processes are running.
Unknown Request Method	
Meaning	If your Web browser displays a page indicating Unknown Request Method, the OPEN IVR CGI script is unable to determine the method of the FORM submitted. The valid methods for a FORM are either GET or POST.
Action to Take	Make sure the method specified for your form is POST.

Unknown Template Path	
Meaning	If your Web browser displays a page indicating Unknown Template Path, the OPEN IVR CGI script is unable to push the next dynamic Web page. This problem can occur when • the template page location is not correct • the template page does not exist at the location specified or • a template page is not specified (if `dfltnextpage` is not set) and the IVR application is not pushing the next template page
Action to Take	Make sure the template page specified by the IVR application and by `dfltnextpage` is valid and relevant to the HTML base path set during the AP software Web Option installation.

Web browser messages

File Not Found. The requested URL, *page_name*, was not found on this server	
Meaning	If you receive this message after entering a URL, the URL that you specified either is incorrect or does not exist. Enter the correct URL in order to access the desired Web page.
Action to Take	Enter the correct URL to access the desired Web page.

IVR system messages unique to the Web

For CLI Transaction Log messages, see “Call Logic Interpreter (CLI) messages” on page 4-5. For WIP Transaction Log messages, see “Web Interface Process (WIP) messages” on page 4-324.

Chapter 9: System Network Architecture messages

Message source	See page
SNA messages	9-3

Overview of SNA messages

This chapter presents an overview of messages pertaining to Screen or Action templates or to the EXPRESS software.

Chapter organization

Messages appear in alphabetical order.

SNA messages

All communications boards are not operational.	
Meaning	Usually, this message indicates a Symposium OPEN IVR reset performed without EXPRESS running. This host link has come up, but since EXPRESS is not running, there are no sessions.
Action to Take	Start EXPRESS, and then perform a Symposium OPEN IVR reset.
HOST connection is lost	
Meaning	When this message appears in `trs.log`, it means that a lost connection with the host computer occurred.
Action to Take	This is an acceptable message. Wait until the host computer is active again. When it is, TRS should reattach itself. Typically, it executes the Logout-Action template, since TRS receives the login screen when reattachment occurs.
Unable to find ACTION (template name).	
Meaning	The host link cannot find the Action template. The host link notifies you of a missing Action Template only if it is referenced by `trs.conf`. Otherwise, a missing Action template may not be reported.
Action to Take	Reestablish the connection to the Action template referenced in `trs.conf`, or delete the reference in the `trs.conf` file.
Unable to find SCREEN (template name).	
Meaning	The host link cannot find the Screen template `(template name).scn`. The host link always reports a missing Screen template because it checks all Action templates for Screen templates, and then verifies their presence.
Action to Take	Add the Screen template.

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Error Messages Guide

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